

Report on the Local Assistance Customer Survey



Division of Local Assistance

March 29, 2002

DEPARTMENT OF TRANSPORTATION

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Subject: REPORT ON THE LOCAL ASSISTANCE CUSTOMER SURVEY

Attached is the "Report on the Local Assistance Customer Survey" prepared by the Department of Transportation's Division of Local Assistance. The report is based on ratings, comments, and recommendations about the Division's services and products. Survey responses were submitted primarily from cities, counties, MPOs, and RTPAs throughout California. In addition, survey participants included management as well as their staff. Survey responses show specific areas where customer satisfaction is high as well as potential areas for improvement.

The Division of Local Assistance will use the ratings, comments, and recommendations from this report for strategic planning and to guide future development of products and services. The results presented in this report also provide an important benchmark with which to compare results from future customer surveys.

We appreciate the active participation of those survey participants who provided the substantive comments and recommendations in the attached report. Questions about the survey should be directed to Bill Nokes at (916) 654-6832 or william.a.nokes@dot.ca.gov.

Sincerely,

Original Signed By

TERRY L. ABBOTT

Chief

Division of Local Assistance

Attachment



Executive Summary

The Headquarters Division of Local Assistance (DLA) developed and conducted a customer survey in order to help Caltrans better serve local agencies. This report presents background information, summaries, and results from the survey. The survey results are an indication of customer satisfaction with DLA products and services. Survey participants also cited their priorities, offered comments, and provided recommendations for improvement. Some highlights from the survey are listed below.

Interest in Survey

Many of DLA's customers (nearly 21%) wanted to tell their opinion. Survey response rates greater than 10% generally imply substantial interest.

Cross-section of Customers

Demographics information shows the types of respondents (i.e. agencies and job titles) and their distribution throughout the state. Public agencies and their consultants in every Caltrans district are represented in the survey.

Customer Awareness of DLA Activities

The report shows areas of activity that respondents are involved in or are familiar with. For example, 78% of survey participants are involved in invoicing but only 35% use or are aware of balance reports for RSTP, CMAQ, and Regional TEA. These results (and others like them) reveal areas for further assessment and activities where outreach, training, or other steps may be needed.

Overall Rating of DLA

The report provides customers' overall ratings for DLA. These overall ratings show 38% of survey participants rate DLA products and services high, 47% rated them medium, and only 15% rated them low.

Detailed Ratings of DLA Products and Services

The report's "top-down" format moves from overall ratings to detailed assessments for each area of activity in DLA, organized within the categories created in DLA's Business Process Review as well as line functions for each office within the Division. Ratings for "General Feedback" also are presented.

Customer Needs and Priorities

Customers rated their service needs and program priorities. These results tell us areas where DLA should further evaluate customer needs and possibly take follow-up actions to meet these needs.

Comments and Recommendations

Respondents had many (411) comments and recommendations, which they submitted via open-ended comment boxes provided throughout the survey. DLA subsequently sorted these comments and recommendations into categories to clearly show customer priorities. Timeliness and staffing are the highest priorities--accounting for nearly one-third of responses. Training, streamlining, and procedures represent another one-third of responses. These results will help DLA set its future priorities in assisting its customers.

Future Study and Follow-up

Survey results are available for further evaluation and actions because ratings, comments, and recommendations for each question are contained (in their entirety) within this report. In this way, the survey may continue to help improve DLA services and products.

Background

To help Caltrans better serve local agencies, the Headquarters Division of Local Assistance (DLA) developed and conducted a customer survey during summer 2001. This report presents conclusions, results, and background information about the survey.

Organization

Questions were grouped into fifteen topic areas in order for survey participants to identify and prioritize their needs and to rate DLA products and services. The table below summarizes the questions. The questions focused on areas critical to the DLA's mission as carried out by the five offices (see column headings in the table below). The questions also were sorted into the four categories that are consistent with the 2000-01 Business Process Review (BPR) of DLA activities (see row labels in the table below).

Summary of Questions

BPR Categories and Question Topics ²	DLA Offices ¹					
	Project Impl.	Resource Mgt.	Program Mgt.	Project Delivery	Procedures Devel.	General
Funds Management						
1. Invoicing	✓ ³					
2. Balance Reports (e.g. RSTP)		✓ ³				
3. Balance Reports (AB 1012)		✓ ³				
Program Management						
4. Priority of Services Needed			✓			
5. Priority of Programs			✓			
Project Implementation						
6. Allocation of STIP Funds	✓ ³					
7. Agreements	✓ ³					
8. Authorization	✓ ³					
Local Program Support						
9. Training (UC Berkeley/ITS)				✓ ³		
10. Training (Caltrans)				✓ ³		
11. Project Mgt. Tools & Training				✓		
12. Local Assistance Publications					✓ ³	
13. Overall Support						✓ ³
General Feedback						
14. Services and Products						✓
15. Web Site		✓ ³				

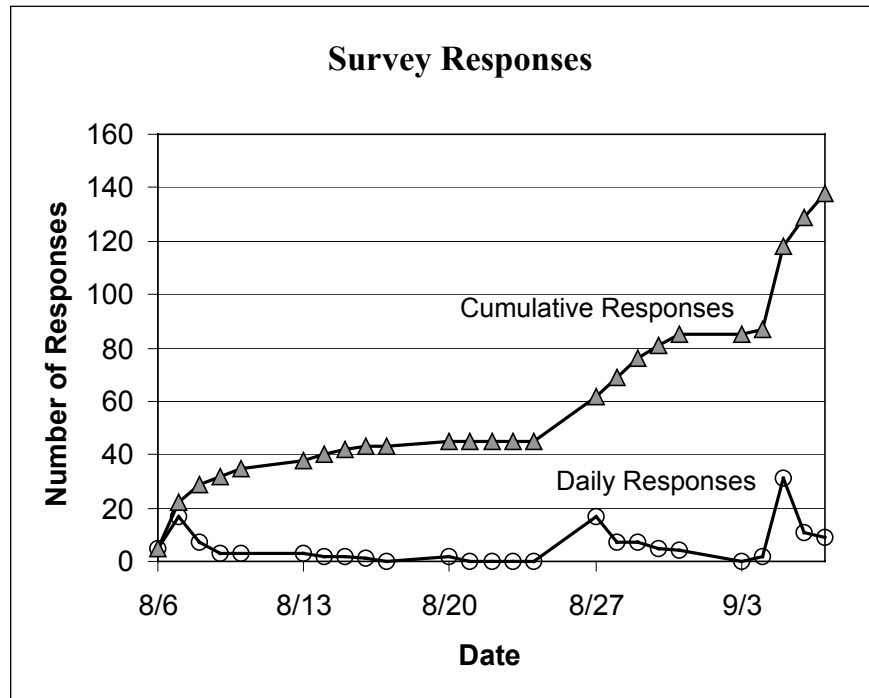
¹ A "General" category is shown for survey responses that may be pertinent to more than one DLA office.

² The first four categories are the same as those used in the Business Process Review conducted by DLA. The fifth category ("General Feedback") provided for additional feedback from survey participants.

³ Survey respondents were asked to rate DLA products and services in these questions. Other questions asked them to identify and prioritize their needs and interests.

Timeline and Format

The survey was conducted from August 6, 2001 until the deadline of September 7, 2001. A cumulative total of 138 survey responses were received during this period as shown in the chart below. Six more responses received after the deadline brought the total to 144 responses, which are included in this report. The chart shows three spikes in daily responses that follow the initial notification as well as two subsequent reminders.



Note three peaks in “Daily Responses” in response to the initial e-mail notification about the survey (8/6/01), the first e-mail reminder (8/24/01), and the final reminder (9/4/01).

Because the survey was Web-based, survey participants could answer the questions and submit their responses online. E-mail notification provided them with the Website address. This format was adopted largely based on the success of a similar customer survey conducted by Caltrans Transportation Planning in late 2000. Their effort served as a model for development of the DLA survey.

Anonymity was provided for participants, who could complete the survey by providing only their agency name and job title. In addition, participants were told that individual responses would not be circulated and that only aggregate ratings would be published. This approach was intended to boost participation and to encourage candid ratings, comments, and recommendations.

Response Rate and Demographics

The survey achieved a relatively high response rate of 20.8%. This is based on 144 responses out of a total of 691 e-mail addresses. The initial e-mail notification was sent to nearly 900 public agencies in California. The e-mail list was compiled from several sources including Caltrans District offices, Caltrans Transportation Planning, and the Governor’s Office of Planning & Research.

The first indicator of survey demographics is Customer Type, which is summarized in the table below. Statewide results shown in the far right column indicate that 80% of survey participants work in California cities and counties. Over half (53%) work in cities and over one-quarter (27%) work in counties. The number of responses from MPOs and RTPAs is nearly equal.

The table below also shows that the number of overall responses (shown in the bottom row) is a similar order of magnitude for most districts. District 7 provided the most responses and District 9 the fewest. However, cities and counties from every district participated in the survey.

Demographics: Customer Type

	<u>District</u>												N.A.	Statewide
	1	2	3	4	5	6	7	8	9	10	11	12		
Customer														
City	3	4	4	6	2	3	16	5	1	8	13	11	1	77
County	4	10	3	4	5	2	2	1	1	4	1	2		39
MPO		1			1	3				2	1		1	9
RTPA			5		1	2		1		1				10
Other Gov.	2											1	2	5
Consultant						1						1		2
General Public					1		1							2
Total	9	15	12	10	10	11	19	7	2	15	15	15	4	144

* N.A. indicates that respondents did not designate a District

Another indicator of survey demographics is Job Title, which is summarized in the table below. Statewide results shown in the far right column indicate that over half (56%) of survey participants designated their title as Management or Executive. Over one-third (35%) designated themselves as Staff Engineer or Staff Planning. Nearly 91% of all respondents designated one of these four categories as their job title. The table indicates Management participants from agencies in all Caltrans districts. Staff-level respondents (Staff Engineer and Staff Planning) in all Caltrans districts also are represented.

Demographics: Job Title

	<u>District</u>												N.A.	Statewide
	1	2	3	4	5	6	7	8	9	10	11	12		
Job Title														
Management	5	4	4	3	6	6	9	5	1	6	11	9	2	71
Staff Engineer	2	6	4	5	2	4	8	1		2	2	4		40
Staff Planning	1	1	2		1		1	1	1	1		1		10
Other	1		1			1	1			3	1		2	10
Executive		4	1	2						2				9
Admin./Clerical					1					1	1	1		4
Total	9	15	12	10	10	11	19	7	2	15	15	15	4	144

* N.A. indicates that respondents did not designate a District

Though this is not a scientific study, the high response rate, participant demographics, and uniform statewide cross-section of participants suggest that this survey provides results from a reasonably representative sample of local agencies and their concerns.

Summary of Results

A combination of structured ratings and open-ended inquiry was expected to boost the number and detail of responses. Therefore, survey questions elicited responses from participants in four ways:

1. involvement with various DLA activities, products, and services,
2. rating (Low, Medium, & High) DLA products and services,
3. rating and identifying service needs and program priorities, and
4. comments and recommendations.

Results and conclusions for each of these four areas are presented in this section.

1. Involvement with DLA Products & Services

Nine of the survey's fifteen questions asked participants if they are familiar with or have used specific products and services provided by DLA. The purpose of asking participants these questions was to identify products and services that may need to be better communicated to DLA customers. Findings might lead to additional efforts by DLA such as training, publications, or Web access to information.

Involvement with DLA Products and Services

		Question No. and Topic	Percent of Participants Involved with Product/Service
BPR Categories	Funds Management	1. Invoicing for projects	78 %
		2. Balance reports: RSTP, CMAQ, Regional TEA*	35 %
		3. Balance reports for AB 1012*	20 %
	Project Implement.	6. Allocation of STIP funds	78 %
		7. Agreements for local projects	84 %
		8. Authorizations to proceed	87 %
	Local Program Support	9. Training (by UC Berkeley)	68 %
		10. Training (by Caltrans)	83 %
		12. DLA Publications: Manuals & Guidelines	91 %
		Guidebooks	58 %
		Local Assistance CD	37 %

* Balance reports available on DLA Web site

Results in the summary table above suggest potential areas where local agencies may need more familiarity including balance reports, training (by UC Berkeley), and DLA publications (guidebooks and CD). The table shows that most survey participants are familiar with other routine project activities (such as agreements and authorizations) in developing their projects.

2. Rating Products & Services

Eleven of the survey's fifteen questions asked participants to rate DLA products and services. In response, survey participants provided 5,178 ratings in five categories, including four BPR categories plus "General Feedback." Overall results summarized in the table below are based on every rating of DLA products and services from the survey.

Overall Ratings of Products and Services

		LOW	MEDIUM	HIGH
BPR Categories	Funds Management	18%	54%	28%
	Program Management	*	*	*
	Project Implement.	13%	48%	39%
	Local Program Support	15%	45%	40%
	General Feedback	8%	56%	36%
	OVERALL RATING:	15%	47%	38%

* "Needs" for Products and Services were rated only

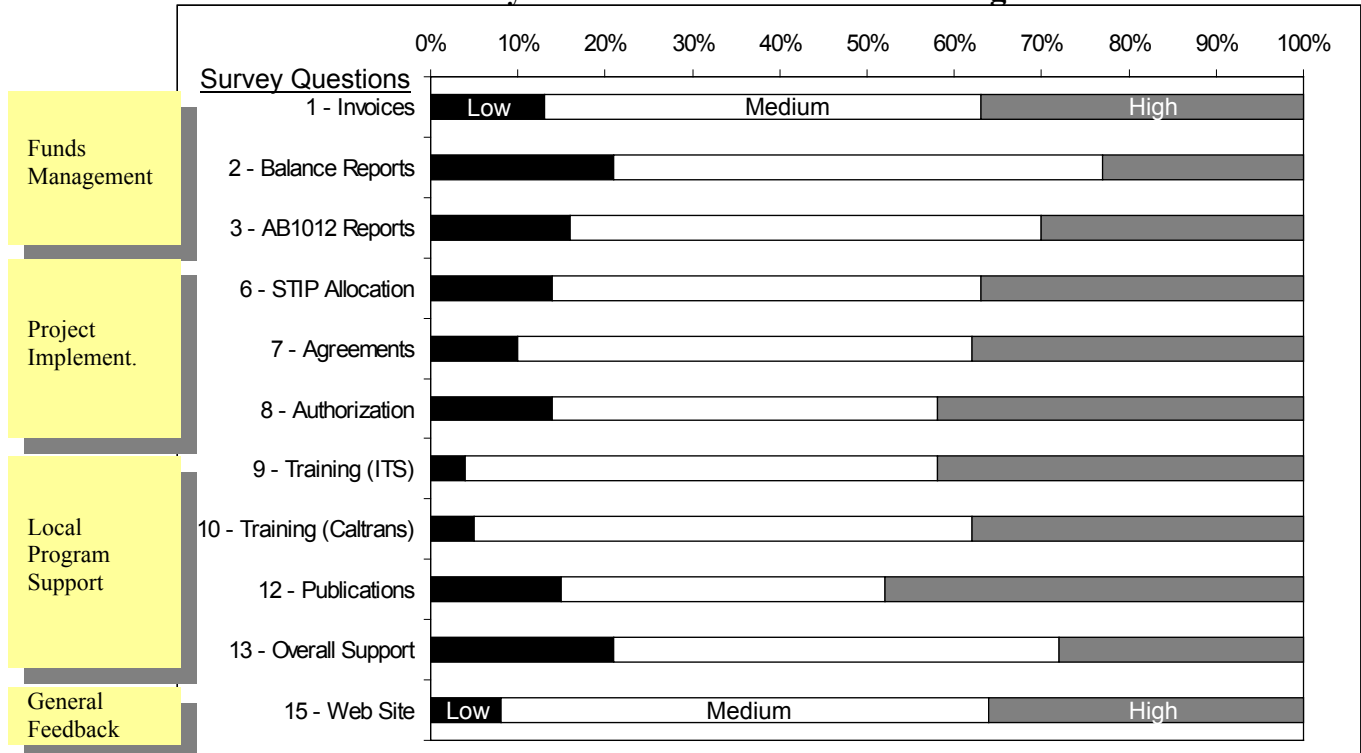
Overall, participants gave DLA products and services high marks, with 85% giving "High" to "Medium" ratings. The overall ratings shown above suggest categories where DLA is best meeting customer needs as well as areas where there are opportunities for improvement.

To better understand ratings for specific areas, ratings are summarized for each of the questions within the five categories. Ratings are summarized in the figure on the next page. Detailed results are presented later in this report.

Overall ratings are shown in the figure below. Ratings were compiled by combining all individual rating responses within each question. Each bar represents all (100%) of responses for the question topics listed to the left. These overall ratings represent a composite of ratings because each question topic actually contained several individual items that participants rated. For convenient evaluation of these ratings, the BPR categories (described on page 1 of this report) again are shown to the left of the figure.



Summary of Products and Services Ratings



As a group, Funds Management received the greatest percentage of “Low” ratings and the fewest “High” ratings. Closer scrutiny shows that participants gave substantially more “High” ratings and fewer “Low” ratings to Invoice Processing (Question 1) than to Reports (Questions 2 and 3). Question 2 received the lowest ratings in the survey. However, participants’ comments indicated that many of them are not familiar with the Balance Reports and AB 1012 Reports, which are rated in Questions 2 and 3, respectively. Despite their unfamiliarity with the balance reports, a minimum of 79% participants rated DLA’s Funds Management products and services as “Medium” to “High.”

In the Programs Management category, 86% of participants rated DLA STIP Allocation activities as “Medium” and “High,” only 14% gave a “Low” rating. Results from the other two questions in this category asked participants to rate their needs and interests and are discussed in the next section of this report.

The Project Implementation category received the greatest amount of “High” ratings, with up to 90% of participants giving a “Medium” to “High” rating. Only 10 to 14% of participants gave a “Low” rating.

The Local Program Support category contained the most questions. Training received the best overall rating of all topics in the survey. Results from Questions 9 and 10 show that up to 96% of ratings were “Medium” to “High.” Only 4 to 5% of ratings were “Low.” Publications received the most “High” ratings (48%). However, many participants (15%) gave a “Low” rating, which resulted from concerns including complexity and timeliness (see Comments section). Overall Support received the second lowest rating for the entire survey with 21% of participants giving a “Low” rating. Support activities that received some of the lowest ratings include project scoping, consultant selection, and meeting environmental requirements.

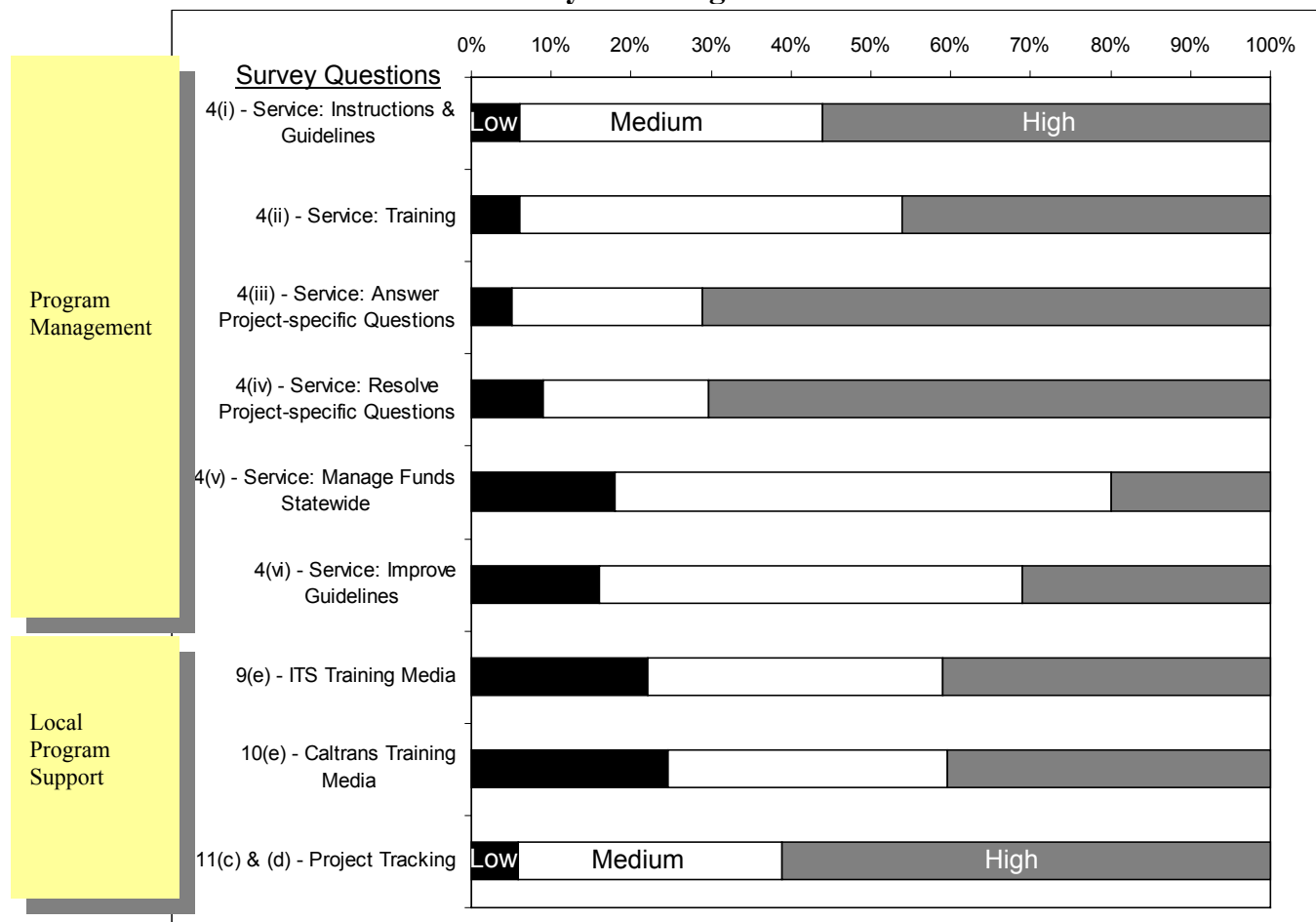
For the General Feedback category, 92% of ratings were “Medium” to “High.” The 8% “Low” ratings were accompanied by many substantive comments about areas for improvement.

3. Rating Service Needs and Program Priorities

Service Needs

In addition to rating products and services that the DLA provides, other survey questions asked participants to identify and prioritize their needs. Results of ratings of customer needs from Questions 4, 9 (e), 10 (e), 11 (c), and 11 (d) are shown in the table below. As noted below, participants were asked about their needs in two areas covered by the Local Assistance BPR: program management and support.

Summary of Ratings for Service Needs



According to the figure above, customer needs are highest in services that answer and resolve project-specific questions. The next highest priorities included services that provide instructions and guidelines as well as capabilities for project tracking.

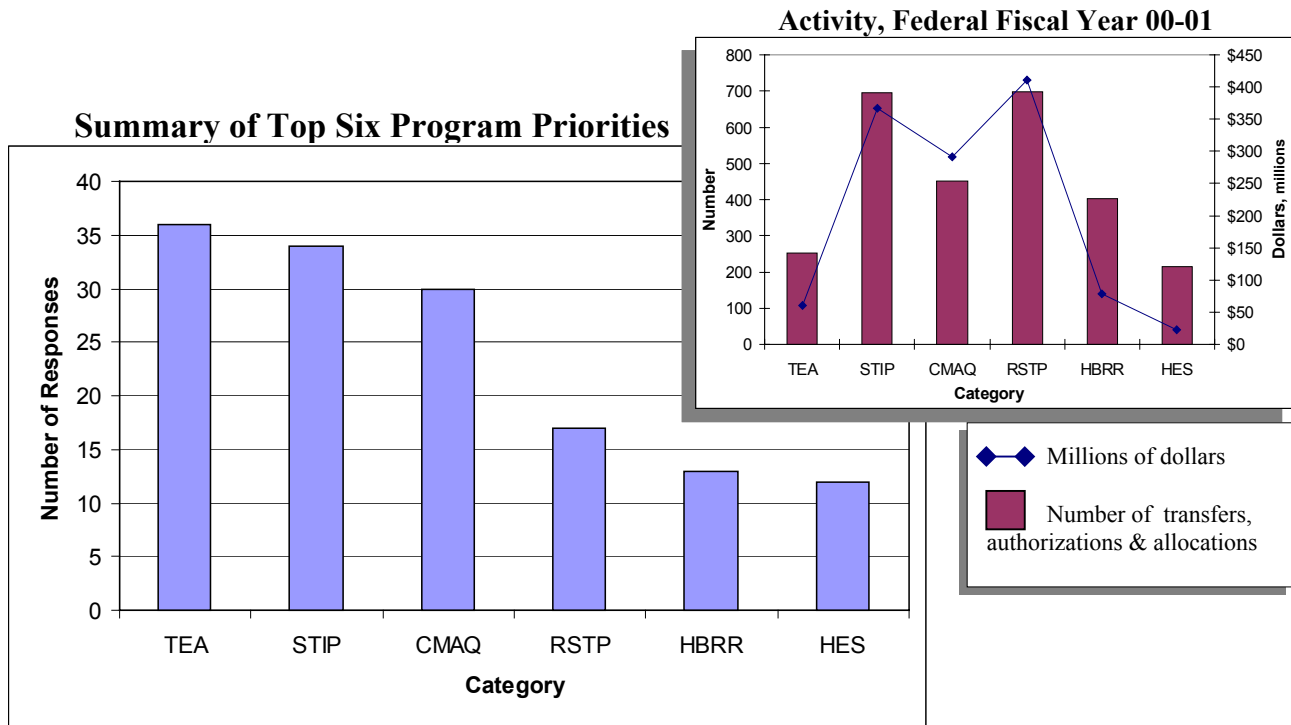
With regard to project management, survey respondents were asked (Question 11 (a)) about project management training courses. Nearly everyone responded and only 39% said that they attended such training courses. However, when asked (Question 11 (b)) to rate their agency’s level of expertise in project management, nearly one quarter rated it “High” and almost two-thirds rated it “Medium.”

Program Priorities

As another part of the effort to discern customer needs, Question 5 asked survey participants to identify and prioritize (1st, 2nd, and 3rd priority) funding programs that require more support regarding project eligibility and selection. Six programs were cited in two-thirds (142) of all responses. The remaining one-third includes a wide range of programs and activities, each of which was cited by fewer than ten respondents. Results for these six programs are summarized in the figure below (left). Detailed discussion of results from Question 5 is presented later in this report.

The three most commonly cited programs are TEA, STIP, and CMAQ. Nearly half (47%) of all respondents rated these as their top three program priorities. The next three highest rated program priorities are RSTP, HBRR, and HES, which represent 20% of all responses.

For evaluation of the top six program priorities, the figure below (right) shows project activity levels in DLA during federal fiscal year 2000-2001 for these same programs. The legend below the figure shows indicates that the bars correspond to values on the axis at left (number of federal authorizations, STIP allocations, and FTA transfers) and the line corresponds to the axis on the right (millions dollars authorized, allocated, and transferred).



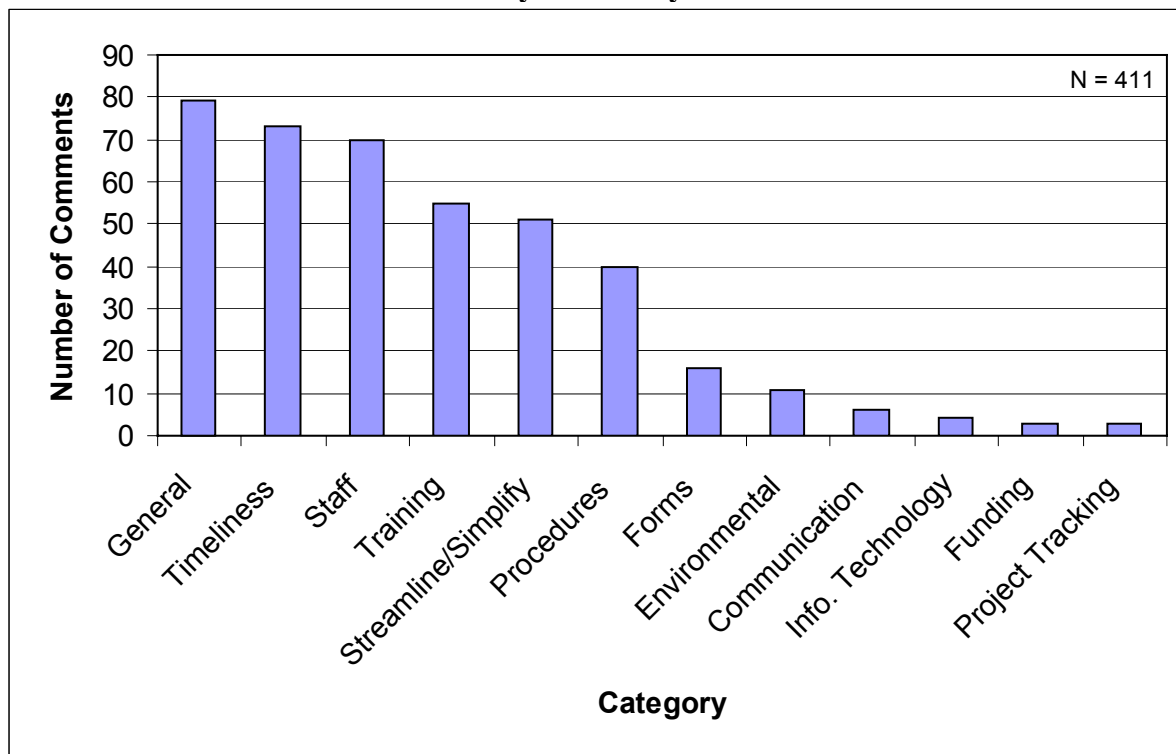
4. Comments and Recommendations

The ratings described in the previous two sections were produced from asking questions that allowed only specific responses. To enable survey participants to offer comments and recommendations, nearly all questions contained a “Comment Box.” In each box, participants could submit a response in a more open-ended format. This was meant to encourage participants to comment and offer recommendations on issues of special concern to them individually.

The comments and recommendations are summarized below. They are included in their entirety later in this report. Many comments and recommendations (411) were submitted that covered a wide range of concerns. Despite the high number and variety of submissions, most comments (81%) fell into discrete categories of issues. The remaining 19% (about 80 comments) were grouped into a “General” category because they did not fit into the other categories. The summary is discussed in more detail below.

Nearly one-third (35%) of all comments focused on timeliness and staffing. Also of major concern are training, streamlining/simplifying, and procedures, which collectively account for another 35% of all comments. Nearly 70% of all comments targeted these five categories. The six remaining categories (shown to the right in the figure below) received about 10% of all responses.

Summary of Survey Comments



It is noteworthy that these five categories also are rated highest in Question 14, which asked participants to identify specific services and products that could be added or improved. This shows consistency in input from survey participants and suggests that the survey was effective in eliciting reliable customer feedback.

DLA will use the ratings, comments, and recommendations from this survey to guide future development of products and services for local agencies and their consultants. Survey responses presented in this report also will help identify needs and set priorities in DLA’s strategic planning activities. As part of its ongoing effort to improve the quality levels of services and products for its customers, DLA plans to conduct additional surveys in the future. The survey results presented in this report will provide an important benchmark with which to compare results from future customer surveys. In this way, this customer survey will continue to provide benefits far into the future.



Results

Detailed results from the DLA survey are presented in the following pages. The presentation format consists of (1) tables that show ratings and survey questions and (2) survey comments and recommendations.

Ratings are shown in a user-friendly and consistent format. Tabular ratings for each question are presented on separate pages (to the extent possible) for quick reference and to enable the reader to see, almost at a glance, the overall ratings for a specific question.

Because of the large extent and greater diversity of survey comments, they cover many more pages. The comments are presented in two separate parts. For each question, the first page to appear contains a one-page “Summary Table” that shows responses in categories of comments and recommendations. Subsequent pages contain a “Complete Table” that presents individual comments and recommendations that were submitted by survey participants.



1. Funds Management: Invoicing

Question 1 (a)	Number of Responses:	Yes	No
Local agencies invoice Caltrans for all Local Assistance Projects. Were you or your staff involved in invoicing Caltrans for Local Assistance projects?	139	108 78%	31 22%

Question 1 (b)	Number of Responses:	Low	Medium	High
How would you rate the timeliness in processing these invoices?	106	14 13%	53 50%	39 37%

2. Funds Management: Reports on RSTP, CMAQ, Regional TEA

Question 2 (a)	Number of Responses:	Yes	No		
Were you or your staff involved in reviewing the RSTP, CMAQ, or Regional TEA balance reports posted on the Local Assistance Website? Caltrans has the delegated authority to administer the apportioned Regional Surface Transportation Program (RSTP), Congestion Management and Air Quality (CMAQ) and Regional Transportation Enhancement Activities (TEA) funds. Local Assistance in Caltrans administers funds for such projects. In addition, Local Assistance maintains RSTP, CMAQ and Regional TEA balance reports and posts the reports on its Internet Website. These include both summary and detail reports.	140	49 35%	91 65%		
Question 2 (b)	Number of Responses:	Low	Medium	High	
How easy was it to understand the reports?	52	11 21%	31 60%	10 19%	
Question 2 (c)	Number of Responses:	Low	Medium	High	
How would you rate the accuracy of the data provided in the reports?	51	8 16%	25 49%	18 35%	
Question 2 (d)	Number of Responses:	Low	Medium	High	
How would you rate the timeliness of the reports?	52	10 19%	35 67%	7 14%	
Question 2 (e)	Number of Responses:	Dist	HQ	RTPA	Other
If you identify a problem with a report, whom do you contact first for resolution? Dist = Caltrans District Local Assistance; HQ = Caltrans Headquarters Local Assistance; Other = county transportation commission	50	34 68%	3 6%	12 24%	1 2%
Question 2 (f)	Number of Responses:	Low	Medium	High	
How would you rate the typical timeliness in resolving a problem?	48	13 27%	23 48%	12 25%	

3. Funds Management: Reports for AB 1012

Question 3 (a)	Number of Responses:	Yes	No		
Were you or your staff involved in reviewing the AB1012 Balance Reports posted on the Local Assistance Website? Caltrans has the responsibility of monitoring and reporting to the California Transportation Commission the regional fund balances for RSTP, CMAQ, and Regional TEA. This monitoring and reporting is a result of the “use it or lose it” provisions of Assembly Bill 1012, Statutes of 1999. Local Assistance in Caltrans maintains AB1012 Balance Reports and posts the reports on its Internet Website.	135	27 20%	108 80%		
Question 3 (b)	Number of Responses:	Low	Medium	High	
How easy was it to understand the AB1012 Balance Reports?	26	3 11%	15 58%	8 31%	
Question 3 (c)	Number of Responses:	Low	Medium	High	
How would you rate the accuracy of the data provided in these reports?	26	4 15%	13 50%	9 35%	
Question 3 (d)	Number of Responses:	Low	Medium	High	
How would you rate the timeliness of the reports?	25	4 16%	15 60%	6 24%	
Question 3 (e)	Number of Responses:	Dist	HQ	RTPA	Other
If you identify a problem with a report, whom do you contact first for resolution? Dist = Caltrans District Local Assistance; HQ = Caltrans Headquarters Local Assistance	28	20 71%	3 11%	5 18%	0 0%
Question 3 (f)	Number of Responses:	Low	Medium	High	
How timely is the problem resolved?	25	5 20%	12 48%	8 32%	

4. Program Management: Priority of Services Needed

Question 4 (a)	Number of Responses:	Low	Medium	High
Local Assistance provides services to coordinate and support many state and federal transportation programs. Please assign a priority to the services listed below:				
Program guidelines (Instructions on how to participate in a program)	139	8 6%	53 38%	78 56%
Program training (Training on how to participate in a program)	139	8 6%	67 48%	64 46%
Answer project-specific questions	139	7 5%	33 24%	99 71%
Resolve project-specific issues	141	12 8%	29 21%	100 71%
Manage program funds statewide	129	23 18%	80 62%	26 20%
Develop improvements to program guidelines	131	21 16%	70 53%	40 31%

5. Program Management: Priority of Programs

Survey participants were asked the following question:

“Ranked by priority [1st, 2nd, and 3rd], please list three funding programs that your agency believes requires more support (including training) regarding project eligibility and project selection.”

Tabulated results from all responses are presented in the following pages. However, a summary of results is presented in the table shown below. The following paragraphs describe patterns from overall responses as well as rankings within each priority level (1st, 2nd, and 3rd).

Overall Results

A summary of the responses shows six programs that are consistently ranked highest, comprising nearly 70% of all responses to Question 5. Overall rank and responses are shown below in columns labeled “Total Rank” and “Total No. of Resp..” Overall, the TEA program received the highest total number of responses (36). Following closely behind TEA are STIP (34 responses) and CMAQ (30 responses). These three programs clearly are top priorities, comprising nearly 50% of all responses to Question 5 (100 out of 214). The remaining three programs (RSTP, HBRR, and HES) comprise about 20% of all responses to Question 5 (42 out of 214).

Results Within Priority Levels

One reason for evaluating both overall results as well as individual priority levels (1st, 2nd, and 3rd) is that survey participants did not give a response to each priority level. Responses ranged from 95, to 74, and 45 for 1st, 2nd, and 3rd priorities, respectively. This means that 95 survey respondents indicated a 1st priority, but fewer than half (45 out of 95) of these same respondents indicated a 3rd priority. To provide another view of the results, percentages of responses in each priority level are presented in the summary table below. This enables an assessment of responses based on an absolute measure (i.e. number of responses) as well as a relative indicator (i.e. percentage of responses). For example, though STIP is ranked 2nd overall with 34 responses (16% of all responses), the table below shows that 22 participants—nearly 1 in 4 of the 95 responses—indicated that STIP is their 1st priority. The percentage of responses within each priority level is shown below in three columns labeled “% of ... Priority Responses.” These results indicate that the highest priority program is STIP, followed by TEA and CMAQ. Programs with consistently lower priority are RSTP, HBRR, and HES.

Summary Table

Program	Total Rank	Total No. of Resp.	No. of Responses as 1 st Priority	% of 1 st Priority Responses	No. of Responses as 2 nd Priority	% of 2 nd Priority Responses	No. of Responses as 3 rd Priority	% of 3 rd Priority Responses
TEA	1 st	36	13	13.7%	16	21.6%	7	15.6%
STIP	2 nd	34	22	23.2%	5	6.8%	7	15.6%
CMAQ	3 rd	30	12	12.6%	13	17.6%	5	11.1%
RSTP	4 th	17	10	10.5%	4	5.4%	3	6.7%
HBRR	5 th	13	6	6.3%	4	5.4%	3	6.7%
HES	6 th	12	5	5.3%	3	4.1%	4	8.9%
Sum for Top 6		142	68	71.6%	45	60.9%	29	64.6%
Total Responses for Question 5		214	95	100%	74	100%	45	100%

5. Program Management: Priority of Programs

CONTINUED Question 5	Number of Responses:	Percentage of All Responses*
Ranked by priority, please list three funding programs that your agency believes requires more support (including training) regarding project eligibility and project selection.		
1st Priority	95	100%
STIP	22	23%
TEA	13	14%
CMAQ	12	13%
RSTP	10	11%
HBRR	6	6%
HES	5	5%
TEA-21 Funded Projects	5	5%
AHRP	2	2%
Training	2	2%
STP	1	1%
Regional TEA	1	“
Emergency Relief	1	“
Safe Routes to Schools	1	“
TCRP Funds	1	“
Public Lands Highway	1	“
FTA Section 5309	1	“
FTA Section 5311	1	“
Environmental Process	1	“
NEPA Process	1	“
Resolve Project-specific Issues	1	“
Invoicing	1	“
STPL	1	“
Maintenance Dollars	1	“
Minor A or Minor B	1	“
Local Assistance	1	“
Staff Comment on Local Projects	1	“
N/A	1	“

* Percentages are rounded and may not sum to 100%.

5. Program Management: Priority of Programs

CONTINUED Question 5	Number of Responses:	Percentage of All Responses*
Ranked by priority, please list three funding programs that your agency believes requires more support (including training) regarding project eligibility and project selection.		
2nd Priority	74	100%
TEA	16	22%
CMAQ	13	18%
STIP	5	7%
RSTP	4	5%
HBRR	4	5%
HES	3	4%
TEA-21 Funded Projects	3	4%
EEM	3	4.05%
SHOPP	2	3%
STP	2	3%
Emergency Relief	2	3%
STIP - PPM	1	1%
TEA-21 for Transit	1	“
State-funded Projects	1	“
SB 45	1	“
AB 1012	1	“
Barrier Rail	1	“
Soundwalls	1	“
MPAH	1	“
ACTIA Funds	1	“
State & Fed. Planning Grants	1	“
Environmental Process	1	“
Answer Project-specific Questions	1	“
Resolve Problems	1	“
Streamline Funds (\$) Requests	1	“
Simplify Forms & Processes	1	“
Application for Funds	1	“
Close-out Documentation	1	“

* Percentages are rounded and may not sum to 100%.



5. Program Management: Priority of Programs

CONTINUED Question 5	Number of Responses:	Percentage of All Responses*
Ranked by priority, please list three funding programs that your agency believes requires more support (including training) regarding project eligibility and project selection.		
3rd Priority	45	100%
TEA	7	16%
STIP	7	16%
CMAQ	5	11%
HES	4	9%
RSTP	3	7%
HBRR	3	7%
Bicycle Transportation Account	2	4%
TEA-21 Funds	1	2%
STIP/RTP	1	"
Regional Improvement Program	1	"
STP	1	"
Safe Routes to School	1	"
FTA Transit Grants	1	"
FTA Section 5311	1	"
Transit	1	"
Hazard Mitigation	1	"
DBE Program	1	"
FCR	1	"
Answer Specific Questions	1	"
Application for Funds	1	"
Others	1	"

* Percentages are rounded and may not sum to 100%.

6. Project Implementation: Allocation of STIP Funds

Question 6 (a)	Number of Responses:	Yes	No	
Caltrans has the delegated authority to allocate funds for most of the Local Assistance projects funded through the STIP. Were you or your staff involved in requesting allocation for any of this type of project?	138	107 78%	31 22%	
Question 6 (b)	Number of Responses:	Low	Medium	High
How would you rate the guidance and assistance you received in processing these requests?	102	13 13%	53 52%	36 35%
Question 6 (c)	Number of Responses:	Low	Medium	High
How would you rate the timeliness in processing these reports?	104	15 14%	49 47%	40 39%



7. Project Implementation: Agreements

Question 7 (a)	Number of Responses:	Yes	No
Local agencies are required to enter into agreements for their projects. All the agreements are processed by Local Assistance. Were you or your staff involved in processing any of these agreements with Local Assistance?	141	118 84%	23 16%

Question 7 (b)	Number of Responses:	Low	Medium	High
How would you rate the services in processing the agreements?	117	12 10%	61 52%	44 38%

8. Project Implementation: Authorization

Question 8 (a)	Number of Responses:	Yes	No
Caltrans Local Assistance authorizes the local agency to proceed with each phase of the federally funded local assistance projects. Were or your staff involved in requesting authorization to proceed for projects?	139	121 87%	18 13%

Question 8 (b)	Number of Responses:	Low	Medium	High
How would you rate the guidance and assistance you received in processing these requests?	120	15 13%	52 43%	53 44%

Question 8 (c)	Number of Responses:	Low	Medium	High
How would you rate the timeliness in processing these requests?	121	20 16%	54 45%	47 39%

9. Local Assistance Support: Training (UC Berkeley/ITS)

Question 9 (a)	Number of Responses:	Yes	No	
Have you or your staff attended or sponsored any CTAP/LTAP [Cooperative Training and Local Technical Assistance Programs] courses? (Extension courses are provided under the Continuing Education in Transportation at the Institute of Transportation Studies (ITS) at UC Berkeley; other courses include: Resident Engineer Academy, Pavement Maintenance Roadshow, or Intersection Analysis Workshop.)	143	97 68%	46 32%	
Question 9 (b)	Number of Responses:	Low	Medium	High
How would you rate the quality of training, including materials and instruction?	93	4 4%	37 40%	52 56%
Question 9 (c)	Number of Responses:	Low	Medium	High
How well did the courses(s) meet your agency needs?	96	3 3%	53 55%	40 42%
Question 9 (d)	Number of Responses:	Low	Medium	High
Overall, how does your agency rate ITS-UCB courses, including course length, location, instructor(s), and student/instructor interaction?	94	2 2%	51 54%	41 44%
Question 9 (e)	Number of Responses:	Low	Medium	High
What is your agency's level of interest in expanded media of instruction for ITS-UCB courses including self-paced instruction and videotapes, CD or DVD, and Web-based training?	95	21 22%	35 37%	39 41%
Question 9 (f)	Number of Responses:	Yes	No	
Have you or your staff ever used ITS-UCB technology transfer services? (Read the Newsletter, distribution of technology transfer materials (library information research or video library) & traveling field experts?)	118	44 37%	74 63%	
Question 9 (g)	Number of Responses:	Low	Medium	High
How would you rate the quality of services, including materials and information?	42	0 0%	28 67%	14 33%
Question 9 (h)	Number of Responses:	Low	Medium	High
How well did the technology transfer services meet your needs?	44	4 9%	30 68%	10 23%

10. Local Assistance Support: Training (by Caltrans)

Question 10 (a)	Number of Responses:	Yes	No	
Local Assistance has recently begun sponsoring, coordinating, and providing project delivery training around the state to help local agencies improve their project delivery. Have you or your staff attended any Caltrans courses? [Courses include but are not limited to Federal-aid series (Getting Started, Environmental, Right of Way, Project Development & Construction), Accounting, Audits, Consultant Selection, Bridge Foundations/Hydraulics, and Disadvantaged Business Enterprises Requirements.]	143	118 83%	25 17%	
Question 10 (b)	Number of Responses:	Low	Medium	High
How would you rate the quality of Caltrans training, including materials and instruction?	117	7 6%	60 51%	50 43%
Question 10 (c)	Number of Responses:	Low	Medium	High
How well did the Caltrans courses(s) meet your agency needs?	116	7 6%	68 59%	41 35%
Question 10 (d)	Number of Responses:	Low	Medium	High
Overall, how does your agency rate the way Caltrans courses were conducted including course length, location, instructor(s), and student/instructor interaction?	116	4 4%	71 61%	41 35%
Question 10 (e)	Number of Responses:	Low	Medium	High
What is your agency’s level of interest in expanded media of instruction for Caltrans courses including self-paced instruction and videotapes, CD or DVD, and Web-based training?	114	28 25%	40 35%	46 40%

11. Local Assistance Support: Project Management Tools/ Training

Question 11 (a)	Number of Responses:	Yes	No	
Local Assistance is considering assisting local agencies with their development of project management tools and training in order to improve project delivery performance and communication with stakeholders. Have you or your staff attended any project management training courses?	140	55 39%	85 61%	
Question 11 (b)	Number of Responses:	Low	Medium	High
How would you rate your agency’s level of expertise in project management?	119	11 9%	76 64%	32 27%
Question 11 (c)	Number of Responses:	Low	Medium	High
What is your agency’s level of interest in a project management training course?	119	9 7%	39 33%	71 60%
Question 11 (d)	Number of Responses:	Low	Medium	High
What is your agency’s level of interest in a project status database?	120	5 4%	40 33%	75 63%
Question 11 (e)	Number of Responses:	Yes	No	
Is your agency interested in participating in the development of project management tools?	119	67 56%	52 44%	



12. Local Assistance Support: Publications

Question 12 (a)	Number of Responses:	Yes	No
Local agencies refer to a number of publications developed to explain the procedures required to develop projects. Do you or your staff use the following Local Assistance publications? (check all that apply)			
Procedures Manual	140	128 91%	12 9%
Program Guidelines	139	126 91%	13 9%
Local Programs Procedures (LPPs)	139	127 91%	12 9%
Guidebooks (Transportation Funding Opportunities, Emergency Relief, and Consultant Selection)	135	78 58%	57 42%
Publications for Local Assistance on CD	135	50 37%	85 63%

Question 12 (b)	Number of Responses:	Low	Medium	High
How would you rate the usefulness of these publications to your agency?				
Procedures Manual	131	11 8%	42 32%	78 60%
Program Guidelines	130	10 8%	56 43%	64 49%
Local Programs Procedures (LPPs)	131	10 8%	44 33%	77 59%
Guidebooks (Transportation Funding Opportunities, Emergency Relief, and Consultant Selection)	107	28 26%	55 51%	24 23%
Publications for Local Assistance on CD	95	29 31%	40 42%	26 27%

12. Local Assistance Support: Publications

CONTINUED		Number of			
Question 12 (c)		Responses:	Low	Medium	High
How would you rate the benefits to your agency and to project delivery from these publications?					
Procedures Manual	132	17 13%	38 29%	77 58%	
Program Guidelines	130	14 11%	52 40%	64 49%	
Local Programs Procedures (LPPs)	130	14 11%	44 34%	72 55%	
Guidebooks (Transportation Funding Opportunities, Emergency Relief, and Consultant Selection)	108	30 28%	59 55%	19 18%	
Publications for Local Assistance on CD	97	33 34%	44 45%	20 21%	
Question 12 (d)		Number of	Low	Medium	High
The publications are available in several formats including paper, on CD and on the Local Assistance Web page. How would you rate the availability of the following Local Assistance publications to your agency?					
Procedures Manual	129	14 11%	32 25%	83 64%	
Program Guidelines	131	12 9%	37 28%	82 63%	
Local Programs Procedures (LPPs)	129	6 5%	41 32%	82 64%	
Guidebooks (Transportation Funding Opportunities, Emergency Relief, and Consultant Selection)	114	15 13%	48 42%	51 45%	
Publications for Local Assistance on CD	107	25 23%	39 37%	43 40%	



12. Local Assistance Support: Publications

CONTINUED Question 12 (e)	Number of Responses:	Paper	CD	Online
What format of the following Local Assistance publications is most frequently used by your agency?				
Procedures Manual	131	76 58%	8 6%	47 36%
Program Guidelines	131	81 62%	6 4%	44 34%
Local Programs Procedures (LPPs)	126	64 51%	5 4%	57 45%
Guidebooks (Transportation Funding Opportunities, Emergency Relief, and Consultant Selection)	103	57 55%	5 5%	41 40%

13. Local Assistance Support: Overall Assistance

Question 13	Number of Responses:	Low	Medium	High
How do you rate the assistance provided by Caltrans Local Assistance in the following areas? NOTE: If an area is unfamiliar to you or you are not involved with it, then you may leave the rating blank.				
Project Scoping	85	29 34%	45 53%	11 13%
Programs & Eligibility	108	16 15%	63 58%	29 27%
Authorizations & Obligation	121	14 12%	50 41%	57 47%
Program Supplement Agreements	112	12 11%	57 51%	43 38%
Consultant Selection	86	28 33%	43 50%	15 17%
Field Review & Design	106	19 18%	55 52%	32 30%
Environmental Requirements	111	33 30%	53 47%	25 23%
Right of Way Requirements	103	27 26%	51 50%	25 24%
Construction Contract Administration	91	22 24%	49 54%	20 22%
Accounting & Invoicing	101	15 15%	59 58%	27 27%
STIP Process (Amendments, Allocation, & Extensions)	104	22 21%	48 46%	34 33%
Disadvantaged Business Enterprises	116	22 19%	62 53%	32 28%
Provide Reimbursed Work Done by Caltrans	46	13 28%	24 52%	9 20%
<u>Other:</u>				
Availability of DLAEs to answer questions/resolve issues	2	-	-	1
Responsiveness to questions	1	-	-	1
Training Classes	1	-	-	1
E-76 forms	1	-	-	1
Transfer of funds	1	-	-	1
Encroachments	1	1	-	-

14. Feedback: Services & Products

Survey participants were asked the following two separate parts of this:

“14. (a) Please identify services that could be added or improved:”

and

“14. (b) Please identify products that could be added or improved:”

Each part of Question 14 was followed by four comment boxes where participants could enter their response. Providing these four comment boxes was expected to give participants ample opportunity to list their concerns. Though the comment boxes were not prioritized, it is assumed that participants naturally listed highest priorities first.

Categories for feedback were not shown in the survey question. However, review showed that survey responses could be grouped into descriptive categories. This helps to better understand and evaluate the types of needed services and products as well as the magnitude of needs felt by participants.

Review of the responses about both services and products showed that they typically represent the same categories of needs. As a result, the responses were combined and are shown in the summary table below. Tabulated results of all individual responses for services and for products are presented in separate tables on the following pages.

Summary Table

Combined Question 14 (a) and (b)	No. of Responses	“Services” Responses	“Products” Responses
Please identify services [and products] that could be added or improved:			
Total Responses	110	76	34
Procedures	17	10	7
Streamline/Simplify	13	11	2
Timeliness	13	11	2
Information Technology	11	9	2
Training	10	7	3
Staffing	9	8	1
Environmental	8	4	4
Forms	8	0	8
Communication	7	5	2
Project Tracking	6	3	3
Funding	3	3	0
General	3	3	0
Encroachment	2	2	0

NOTE: Responses are grouped in categories for clear presentation. Survey participants did not submit comments within categories. Judgment was used in assigning each response to a category.

14. Feedback: Services & Products

Question 14 (a) – Services	Number of Responses:
Please identify services that could be added or improved:	76
Streamlining/Simplifying:	11
Streamline process for transferring TEA-21 flexible funds from FHWA to FTA. Process is so cumbersome it discourages local agencies.	
Eliminate some of the many Requests for Authorization when most provide the same information on most of the sheets in each request	
Clearer instructions. I have been getting different directions regarding how to receive funds for our STIP bus	
Streamline field reviews to incorporate Caltrans and agency requirements	
Too many back-and-forth steps involved in obtaining funds. Need to streamline.	
Streamline DBE	
Simplification of procedures	
Streamline paper work	
Less bureaucracy	
Cut down on paperwork	
Less paperwork	
Timeliness:	11
Timely and reasonable responses on PES forms	
Reduce time it takes for Office Engineer review of projects	
Closer attention to ineligible items on applications for grants and flag those items out immediately upon approval of grant	
Expedited Payment process for all funding programs	
Prompt resolution of funding/invoicing/payments issues	
More timely information on timely use of funds rules/project monitoring.	
More consistent and timely reviews	
Timely Reports	
Timely responses to questions	
Prompt responses from Local Assistance staff.	
Response time	
Procedures:	10
Assistance in request for authorization process	
DBE Review/Elimination	
Design Review and not changing the project after construction has started	
Construction contract administration	
Accounting and invoicing	
Invoicing guidelines	
How grant budgets align with invoicing requirements	
Project processing procedures	
The Local Assistance Manual needs a major rewrite and update.	
Information on Deadlines (e.g. FHWA deadlines vs. Caltrans Deadlines, etc.)	

NOTE: Responses are grouped in categories for clear presentation. Survey participants did not submit comments within categories. Judgment was used in assigning each response to a category.

14. Feedback: Services & Products

CONTINUED	
Question 14 (a) – Services	Number of Responses:
Information Technology:	9
Provide usable forms in Word	
Completion and submittal of forms on line to local district	
Acrobat reader is can not be edited by our Agency. It takes time to recreate forms to be able to edit.	
Electronic transmittal of documents (Requests for Authorization to Proceed, etc.)	
Provide direct web access on specific project review status	
Provide informational news letters via e-mail providing timely information and submittal dates for funding requests.	
On-line reporting	
LPP-CD	
Web	
Staffing:	8
Right of Way Assistance needs more staff	
On-site assistance for completion of initial required documents to provide better matrix for future documentation.	
More knowledgeable staff	
More proactive in assisting smaller Cities rather than reactive.	
Better direction from local assistance staff	
More staff in Local Assistance; the staffing levels have not increased with the increases in the projects submitted by the local agencies, which has lead to burn out in the current staff.	
Additional DLAEs	
Add more staff to assist local agency	
Training:	7
More local training in project delivery.	
Training to orient to the processes of RTIP/STIP/FTIP/RSTP/CMAQ etc.	
Training for applications	
Training for invoicing	
NEPA/CEQA training	
Training and direct assistance to small agencies.	
Training at a more local site	
Communication:	5
Better communication between Local District, Headquarters and ourselves.	
Better communication with FWS, FHWA and County	
Better communication between FHWA and Caltrans.	
Communication between Caltrans and RTPA	
Keep headquarters from interacting in local projects	

14. Feedback: Services & Products

CONTINUED	
Question 14 (a) – Services	Number of Responses:
Environmental:	4
<p>Someone needs to get the Environmental group to understand the projects before they get a chance to double the schedule and cost of every project.</p> <p>Environmental Process for an overlay project should be shortened like the No R/W Form, which shorten the paperwork on clean projects.</p> <p>Renew agreement w/FHWA for APE mapping development</p> <p>Environmental Review/Assistance</p>	
Funding:	3
<p>Allow local agencies more authority, with corresponding liability, to expedite authorizations</p> <p>Allow DLAEs to allocate funds</p> <p>CTC votes for funds over \$1M, HQ under \$1M, DLAE under \$100K</p>	
Project Tracking:	3
<p>Be aware of project timelines in the environmental, encroachment, and construction phases</p> <p>Project tracking and monitoring - before authorization through final invoicing - RTPAs should have access to info. on Caltrans database to see where projects are in the process - so RTPA can assist the flow of obligation on projects</p> <p>Project scheduling</p>	
General:	3
<p>Customer service</p> <p>More selections than just High Medium or Low (in Customer Survey).</p> <p>It is difficult to answer some of the early questions regarding if staff ever used some of these programs or were involved with certain Caltrans actions. Generally we work with Caltrans on a number of projects but under what Caltrans program these are.</p>	
Encroachment:	2
<p>Local assistance help in getting encroachment permits on projects they are involved with.</p> <p>Encroachments</p>	

14. Feedback: Services & Products

CONTINUED Question 14 (b) – Products	Number of Responses:
Please identify products that could be added or improved:	34
Forms:	8
Construction phase forms	
Forms to be filled out in Microsoft Word.	
"WORD" forms	
Availability and formatting of forms on Website	
Provide online use of all forms required	
CD for all forms	
Latest edition of Forms Plus.	
Continue to improve on Program Manuals/Guidelines, forms	
Procedures:	7
Updates to the 1992 English Standard Specification and SSPs for local agency use.	
DBE program should be tailored by region, not statewide.	
Train Caltrans personnel to operate the program in the same way	
Early coordination	
Consistent guidance	
Consistency	
Guidelines – Improved	
Environmental:	4
Provide some oversight and leadership in the Environmental Group.	
Uniform Guidelines for environmental compliance. Real problems regarding application of environmental processes. District 3 Environmental is a GOOD EXAMPLE of HOW IT SHOULD BE DONE. There needs to be a standard guideline for compliance with environment	
Hire more biologists to guide you in your early planning stages	
Develop regional plans and solutions in cooperation with environmental agencies	
Training:	3
Bridge Design Classes	
Road Design Classes	
Video training	
Project Tracking:	3
Effective and user-friendly project monitoring.	
Project management database for regional STIP projects.	
Accounting database for regional STIP projects.	
Streamlining/Simplifying:	2
Stop developing new paperwork requirements	
Reduce the number of financial documents required.	

NOTE: Responses are grouped in categories for clear presentation. Survey participants did not submit comments within categories. Judgment was used in assigning each response to a category.



14. Feedback: Services & Products

CONTINUED Question 14 (b) – Products		Number of Responses:
Communication:		2
An e-mail forum for all agencies to contact other agencies with questions. This could be monitored by Caltrans but would not require an answer to each inquiry. Email notice of LPPs and other changes and updates		
Information Technology:		2
Better organization for the web site A more user-friendly Web site access to publications and forms.		
Timeliness:		2
Timely, user-friendly updates on funds in danger of being lost. LAPM and timely updates		
Staffing:		1
Need better expertise with technical help. Local assistance turnover makes the caller more knowledgeable about the programs than the Caltrans person. The Caltrans person has to call around Caltrans to get an answer...usually this results in the question.		



15. Feedback: Web Site

Question 15 (a)	Number of Responses:	Low	Medium	High
To help us improve the operation of the Division of Local Assistance Web Site, we would like your opinion of the following areas. How would you rate the speed of your downloads?	126	9 7%	53 42%	64 51%
Question 15 (b)	Number of Responses:	Yes	No	
Are you able to use Adobe Acrobat files?	130	119 92%	11 8%	
Question 15 (c)	Number of Responses:	Low	Medium	High
How would you rate the navigation of our Web Site?	125	15 12 %	80 64%	30 24%
Question 15 (d)	Number of Responses:	Low	Medium	High
How well does this Web Site meet your agency's needs?	130	6 5 %	81 62%	43 33%



Survey Comments

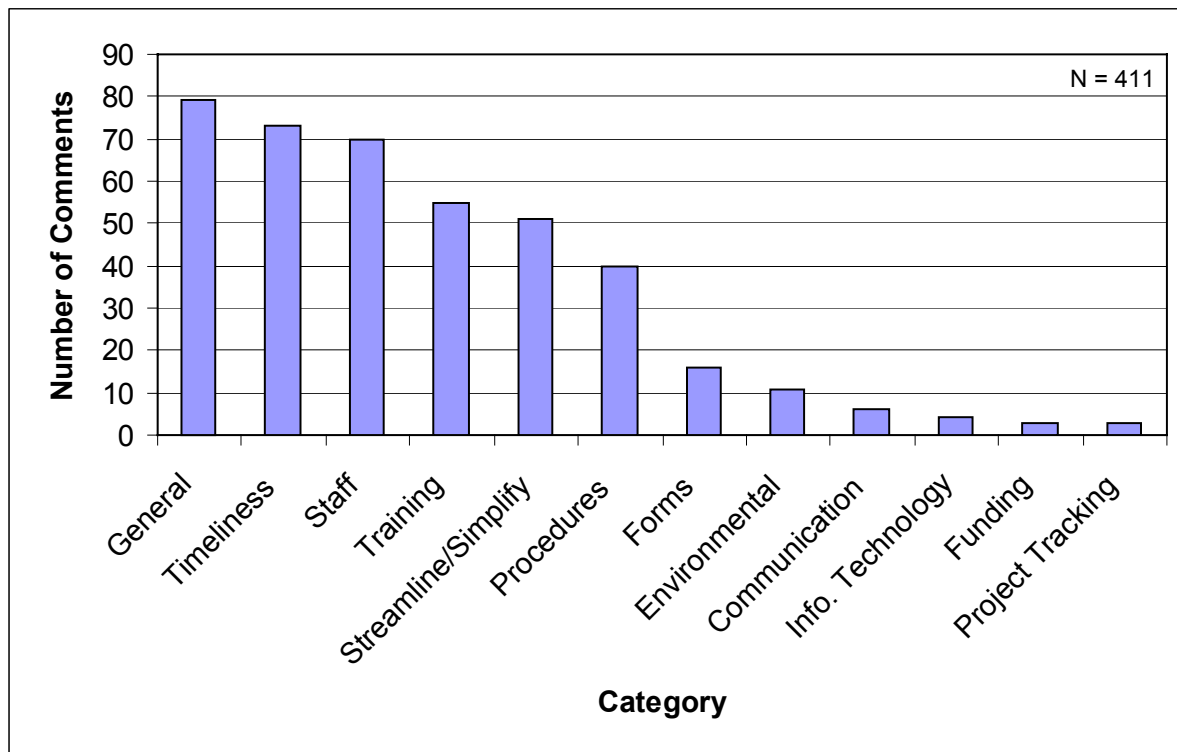
A “Comment Box” was provided at the end of every question except Question 13. The purpose of each comment box was to enable participants to submit remarks and recommendations. A total of 411 comments were submitted in these comment boxes (average response rate equal to 20%).

Categories for comments were not shown in the survey question. However, subsequent review showed that survey responses could be grouped into descriptive categories. Therefore, comments have been grouped into these categories to help understand and evaluate the types of remarks and recommendations that participants submitted.

The figure below summarizes the categories of comments as well as the number of comments that were submitted within each category. Nearly 19% (79/411) of the comments were assigned to a “General” category, which contains a wide range of comments that do not focus on one specific area of concern.

However, the two adjacent columns show that the highest categories receiving comments are “Timeliness” and “Staffing.” When combined, these two categories account for nearly 35% of all comments. The next group of categories address “Training,” “Streamlining/Simplifying,” and “Procedures.” When combined, these three categories account for another 35% of all comments. The summary suggests that these five categories are high priority concerns shared by a majority of DLA customers. It can be inferred that the six remaining categories (representing about 10% of all responses) shown in the chart have much lower priority for survey participants.

Summary of Comments within Categories



A tabular summary of the categories and number of comments for each question is shown in the summary table below. The numbers listed in the far right column are the basis of the figure shown on the previous page.

The “Total” row at the bottom of the table shows the number of comments submitted for each question. The highest number (46) of comments were submitted for Question 1 (Invoicing). The same number of questions (39) were submitted for Question 8 (Authorizations) and Question 10 (Training provided by Caltrans). With 38 comments, Question 12 (Publications). Comments from these four questions comprise nearly 40% of the total. The number of comments submitted were similar for all questions except for Question 3 (Balance Reports for AB1012), which--with 10 comments--is far below the average of nearly 30 and represents about 2% of all comments. Many of these comments indicate that participants are not familiar with the AB1012 Balance Reports.

Summary Table of Categories for Questions

	Question Number*															
Category	1	2	3	4	5	6	7	8	9	10	11	12	14	15	Total	
General	4	5	5	8	8	3	3	2	4	2	11	14	3	7	79	
Timeliness	19	7	3	3		6	6	10	2	3		6	4	4	73	
Staffing	5	7	2	4	2	16	4	11	1	2	6		8	2	70	
Training	1			2	3	1	1		14	30	1		2		55	
Streamline/Simplify	7	1		6	4	3	4	4	1	1		9	6	5	51	
Procedures	8	2		2	2	4	8	8			2		3	1	40	
Forms	1			2							1	7	1	4	16	
Environmental				1	3			3		1		1	2		11	
Communication	1			2	1		1	1							6	
Info. Technology		1										1		2	4	
Funding		1			2										3	
Project Tracking											3				3	
Total	46	24	10	30	25	33	27	39	22	39	24	38	29	25	411	

* Question 13 is not listed because a “Comment Box” was not necessary.

Comments shown in the following pages are presented as submitted by survey participants except for spelling corrections and minor grammar revisions that do not otherwise alter the original comments. Some comments appear truncated where the text typed by the participant exceeded the number of characters allowed in the comment box.

1. Funds Management: Invoicing

Summary Table of Question 1 “Comments” by Category

Question 1	Number of Responses:
Comments for Question 1 were submitted by 32% (46/144) survey participants	46
Timeliness	19 41%
Procedures	8 17%
Streamline/Simplify	7 15%
Staffing	5 11%
General	4 9%
Training	1 2%
Forms	1 2%
Communication	1 2%

NOTE: Responses are grouped in categories for clear presentation. Survey participants did not submit comments within categories. Judgment was used in assigning each response to a category.

1. Funds Management: Invoicing

Complete Table of Question 1 “Comments” by Category

Question 1	Number of Responses:
	46
Timeliness	19
<ul style="list-style-type: none"> • Would like a faster turnaround time. • In some cases Caltrans has asked us to invoice much earlier than the original provided deadlines. • Documents were lost and failure to properly follow through. Invoiced in April funds not received till July. • Original invoice was lost. Payment still is pending after 30 days. • Turn around times for payment once invoices submitted is very good. • I did not personally receive the reimbursements so I was not directly aware of their timeliness. • This is the slowest of all public activities that I have seen • The most recent project construction was completed May 2000, final package was submitted August 2000, numerous additional requests were responded to through January 2001, but final reimbursement was not received until August 2001. • High with expedited payment of \$75.00 • it's taking 60 days plus for receipt of payment • We usually receive payment within 4 weeks. • Generally a 30 day turn-around. The fiscal year shut down annually is a very big pain in the #@*!!!, but it is realized that it is Federal and not State level government creating the shut down • Turn around time from date of submittal, normally 3 weeks. • Progress Payments are received fast along with State only bills; however, (federal) final payments are dependent on local assistance reviewing the project in the field in a timely manner and many times payment takes months. • We have requested accelerated payments and received payment within two weeks. • Timeliness varies widely from a few weeks to several months. Unpredictable. • Payments are always received within 30 days of HQ receiving our invoice. • Overall good, BUT the CMAQ planning funds that we bill through AMBAG sometime take up to 6 months which is really bad and really needs to be made more timely. • Sometimes processing goes at an expected rate, sometimes not. Can depend on project. • Invoices have generally been paid within one month of submittal. Since we cannot invoice until expenditures have occurred, it's tricky during the construction season to keep a high enough cash balance to pay our contractors in a timely manner. 	
Procedures	8
<ul style="list-style-type: none"> • It appears that in some cases the agencies are not aware that a field review form has to be completed to receive a program supplement. This requirement is not indicated on any publication. Delays in receiving program supplements and invoicing can be avoided. 	

- On average, I rate this item low because although invoices we have submitted for other projects have been processed in a timely manner, we have had major problems with the accounting for our two largest projects with state funding from STIP and SLTPP
- There were some delays encountered due to process. As an example, an invoice was returned for re-submittal because it was on two pages and Caltrans preferred it to be fit onto one letterhead page.
- In some cases Caltrans has asked us to invoice much earlier than the original provided deadlines.
- Checks arrive without some kind of a statement. It is difficult to know what the check is for if there happen to be multiple invoices submitted. Would like to see some kind of a statement to go along with the check.
- Caltrans has been very responsive in processing our invoices. They are very proactive in verifying and ensuring that our invoices are generated in the format they require in accordance with Local Programs Manual.
- First invoice tough to get through, but after that - the rest of the invoices are processed much smoother
- Local staff continually asks for more and more detail for each invoice (with no apparent "value added" to the requests). Invoices can take six months to over a year to be paid. A major overall in the process or staffing seems warranted.

Streamline/Simplify

7

- Process is rather complicated for small cities with limited personnel resources.
- The partial payments are very timely, however; the final invoice is seems to require too much documentation
- Not too bad for a large organization. Very difficult when Headquarters is involved.
- They have improved in response time. But agency would like to see a more thorough screening one time for invoice review instead of screening, returning, screening, returning.
- Caltrans requirements for invoicing are sometimes administratively very complex, and involve providing documentation that is duplicative of documents previously provided.
- Procedures involved in the invoicing are too complicated and too time consuming for small cities with limited manpower. Often reimbursement is delayed due to inability to respond to complicated procedures.
- I feel that efforts locally have been good, while Sac. has created some needless delays.

Staffing

5

- Kim Phan was an outstanding example of customer assistance. All of my phone calls to her were answered by the next business day. She was excellent.
- Recently, new Caltrans staff has come on board, so things have slowed while they're on the learning curve, but otherwise, very efficient.
- Responsiveness is related to the person assigned to the task. Some are quicker than others, and some are more helpful than others.
- Sierra Co. Transportation Commission has two staff positions: Exec. Director (who is ALSO and at the same time County Director of Public Works, Transportation, Planning (traditional land use and zoning) and staff to Co. Planning Commission, Chief Building
- We deal with Marlene Woods and she is very helpful, as is Buckhammers' office in Sac.



General	4
<ul style="list-style-type: none">• I would say that as a customer of the district, we generally get good customer service. In some cases our customer representative is very quick to give no service.• We are just beginning to do this.• With regard to Proposition 116 Grant payment requests• Was about as we had expected.	
Training	1
<ul style="list-style-type: none">• I would love to have some training on this item.	
Forms	1
<ul style="list-style-type: none">• Invoice processing has typically involved presenting in a form that LPA and Local Assistance see differently	
Communication	1
<ul style="list-style-type: none">• Because I do the invoicing and am not an accountant, I appreciate it when staff in Accounting call me with questions. This is more appropriate than sending the invoice back for revisions.	
Information Technology	0
Environmental	0
Project Tracking	0
Funding	0

2. Funds Management: Reports on RSTP, CMAQ, Regional TEA

Summary Table of Question 2 “Comments” by Category

Question 2	Number of Responses:
Comments for Question 2 were submitted by 17% (24/144) survey participants	24
Timeliness	7 29%
Staffing	7 29%
General	5 21%
Procedures	2 8%
Streamline/Simplify	1 4%
Information Technology	1 4%
Funding	1 4%

NOTE: Responses are grouped in categories for clear presentation. Survey participants did not submit comments within categories. Judgment was used in assigning each response to a category.

2. Funds Management: Reports on RSTP, CMAQ, Regional TEA

Complete Table of Question 2 “Comments” by Category

Question 2	Number of Responses:
	24
Timeliness	7
<ul style="list-style-type: none"> It takes entirely too long for a situation to be identified and then a resolution reached. Typical example: Changing of the lead agency from Caltrans to RTPA Everybody's busy these days. I feel that Local Assistance works very hard to help everybody as promptly as they can. We have developed a great relationship with our Local Programs group. Over the past year, timeliness has greatly improved. A response from District Local Asst. is not predictable. Sometimes need to make numerous phone calls or e-mails to get a returned call/e-mail. Sometimes resolution is prompt. I found a discrepancy in a report, contacted District Local Assistance was referred to HQ. It took multiple letters and several months to get the issue resolved. District makes efforts to respond in a timely manner. When district request info from state it creates delays. In most cases the district makes the effort but the state is slow or non-responsive. 	
Staffing	7
<ul style="list-style-type: none"> The local assistance folks are very helpful. This group provides very poor customer service Roland Lee was the BEST! District 5 local assistance staff are particularly effective and helpful Our District Local Assistance isn't always familiar with the reports and paperwork. Some of our OA reports have not been rectified to date. District 3 Local Assistance has responded quickly to our recent TEA applications and interfaced with project lead agencies to accomplish AUTHORIZATIONS TO PROCEED (FNM-76) in a most efficient manner. District 10 staff is very personable, available and prompt in resolving any issues we contact them on. E-mail sure helps in this regard. 	
General	5
<ul style="list-style-type: none"> no problems encountered This is activity that we are only peripherally involved with. VCTC does most of the monitoring of funds etc. We only review the fund allocations associated with projects assigned to the County. Have sporadically reviewed reports-We exchange all RSTP and TEA, so CMAQ is the only on applicable to MCAG We had a huge problem with Monterey Co receiving credit for projects obligated through the MPO's OWP, but have finally resolved those issues (I hope). SCAG staff reports any discrepancies to the county transportation commissions and they in turn review and contact Caltrans. Therefore, the commission's response to this question would be an accurate one. 	



Procedures	2
<ul style="list-style-type: none">• Forgot to mention this in original survey response. Need to separate out the Kings County region projects away from the Fresno MPO section! Kings projects are mixed in with Fresno and it makes it very difficult to find Kings projects and be able to monitor.• Process has improved since it was first developed.	
Streamline/Simplify	1
<ul style="list-style-type: none">• Our inquiry to our RTPA (the MTA) is usually answered in a few days. However, the reports are cumbersome and don't always seem to correspond with amounts programmed in the FSTIP.	
Information Technology	1
<ul style="list-style-type: none">• Did know the information was available on the Web	
Funding	1
<ul style="list-style-type: none">• The Town and the Mono Co. LTC are having problems with the TEA funds. It would be helpful if the TEA balances by County also showed funds that were obligated per project.	
Training	0
Forms	0
Communication	0
Environmental	0
Project Tracking	0

3. Funds Management: Reports for AB 1012

Summary Table of Question 3 “Comments” by Category

Question 3	Number of Responses:
Comments for Question 3 were submitted by 7% (10/144) survey participants	10
General	5 50%
Timeliness	3 30%
Staffing	2 20%

NOTE: Responses are grouped in categories for clear presentation. Survey participants did not submit comments within categories. Judgment was used in assigning each response to a category.

3. Funds Management: Reports for AB 1012

Complete Table of Question 3 “Comments” by Category

Question 3	Number of Responses:
	10
General	5
<ul style="list-style-type: none"> • Didn't know that these reports existed • We haven't found any problems with any of the reports to date. • See comment for question #2 [This is activity that we are only peripherally involved with. [VCTC] does most of the monitoring of funds etc. We only review the fund allocations associated with projects assigned to the County.] • SCAG staff reviews SCAG counties but the project level detail at this point in time is left to the commissions and IVAG. • Does not apply 	
Timeliness	3
<ul style="list-style-type: none"> • Moving local projects along in a timely manner is clearly not a high priority to Caltrans Headquarters staff. • Response timeliness from District Local Assistance varies and is unpredictable. • It appears that the report is sometimes distributed late in the fiscal year. This sometimes has an impact on the projects to be delivered to the region. The longer the delay, the less time we have to find out by the region the amount of funds needing o 	
Staffing	2
<ul style="list-style-type: none"> • District 5 local assistance staff always work diligently to find answers to our questions very quickly • Again, our local district isn't real familiar with the OA reports - we usually call HQ. 	
Procedures	0
Streamline/Simplify	0
Information Technology	0
Funding	0
Training	0
Forms	0
Communication	0
Environmental	0
Project Tracking	0

4. Program Management: Priority of Services Needed

Summary Table of Question 4 “Comments” by Category

Question 4	Number of Responses:
Comments for Question 1 were submitted by 21% (30/144) survey participants	30
General	8 27%
Streamline/Simplify	6 20%
Staffing	4 13%
Timeliness	3 10%
Procedures	2 7%
Training	2 7%
Forms	2 7%
Communication	2 7%
Environmental	1 3%

NOTE: Responses are grouped in categories for clear presentation. Survey participants did not submit comments within categories. Judgment was used in assigning each response to a category.

4. Program Management: Priority of Services Needed

Complete Table of Question 4 “Comments” by Category

Question 4	Number of Responses:
	30
General	8
<ul style="list-style-type: none"> • Very satisfied with Caltrans. • Question 5 does not make sense as they are only locally managed • For a small agency such as ours, the 'one size fits all' nature of the State's programs and processes is difficult to manage. I am the only person in my agency who deals with obtaining and securing funding, and this is only one area of many for which I work. • Note: all our federally funded highway projects are done on our behalf by the Los Angeles County Department of Public Works, we are a county contract city, so we do not deal with Caltrans very often. • Haven't had any problems in this area. • Continued from 9-6-01 comments on Comment on No. vi. Above, on the STIP Program guidelines which you probably can not change. STIP vs Required FED. Process How to “use it or loss it.” First a project is approved by the Tran. Commission and we get authority • I am involved in invoicing and billing ONLY. • These are all very important. 	
Streamline/Simplify	6
<ul style="list-style-type: none"> • LESS PAPERWORK FOR FEDERAL AND STATE FUNDS. Caltrans needs to streamline the allocation process. Suggest replicating the process for EEM grants. • More emphasis needs to be put on streamlining program management. • Local Programs manual is to complicated and cumbersome. • Don't spend too much time reinventing the Local Assistance Guidelines and inventing new forms for the STIP process. Keep the processes as simple as possible. They already have a process. • The Local Assistance staff need to find ways to streamline projects and remove red tape. Too often we find that they create guidelines and processes which slow down the delivery of a project. • Guidelines really need to be short and to the point. Most folks don't have time to read through it all. Give the basics and checklists clearly stating exactly what CT needs from project sponsors. 	
Staffing	4
<ul style="list-style-type: none"> • If Caltrans was a profit organization, it would not survive. The people that we never meet, lack people skills. They avoid providing customer service. • Normally District 7 Local Assistance Staff has been very responsive in assisting to get answers. • Local Assistance and CTC staff are not well coordinated. We often get conflicting information on given issues. 	

- Understaffed rural counties whose RTPA is part of the County Dept. of Transportation or Dept. of Public Works simply to not have time to read the plethora of manuals for every funding program. We MUST RELY UPON Caltrans Local Assistance and Planning for

Timeliness 3

- Our local District office is very responsive.
- Timely resolution of problem projects would be a plus. There is no follow through or follow up with projects with problems between local assistance and the RTPA. There is no one at the district that tracks and monitors projects. No record of info.
- Updating the Procedures manual to reflect current requirements and forms (using LPPs) is very important for those of us who depend on them.

Procedures 2

- Provide the total approved and obligated funds to the local agency for them to manage the disbursement.
- Program Procedures were not mentioned above and these services are vital for the timely delivery of projects. Procedurally one major expense (labor, time & materials) is the required redundant submission of project information by local agencies.

Training 2

- Requested training from local assistance to review forms and procedures for requesting authorization for PE for staff of seven engineers, local assistance was unable to provide the training within the month requested.
- The training provides good general guidelines. However, it can not address all types of project specific issues that develop.

Forms 2

- Would like more examples of Program Guidelines forms filled out for various types of submittals (i.e., sample projects). Improve online forms: ability to select a single form and not all the forms from the chapter and deleting those you don't want.
- One problem is the constant changing of the forms. This should be limited to 2 times a year.

Communication 2

- More time should be spent answering agency questions with accuracy and alacrity.
- More emphasis is needed to resolve issues. Caltrans sometimes takes the attitude that "if it's not one of our projects, it's not important." Local Assistance was supposedly created as an ombudsman, but doesn't always help push the project.

Environmental 1

- There is little understanding with project engineers regarding the administration of the ESA. In addition, there is NEVER enough time built into the process to adequately address ESA issues.

Information Technology 0

Funding 0

Project Tracking 0

5. Program Management: Priority of Programs

Summary Table of Question 5 “Comments” by Category

Question 5	Number of Responses:
Comments for Question 1 were submitted by 17% (25/144) survey participants	25
General	8 32%
Streamline/Simplify	4 16%
Environmental	3 12%
Training	3 12%
Staffing	2 8%
Procedures	2 8%
Funding	2 8%
Communication	1 4%

NOTE: Responses are grouped in categories for clear presentation. Survey participants did not submit comments within categories. Judgment was used in assigning each response to a category.

5. Program Management: Priority of Programs

Complete Table of Question 5 “Comments” by Category

Question 5	Number of Responses:
	25
General	8
<ul style="list-style-type: none"> • HBRR • BTA HBRR • TCRP, TCRP Exchange • Grade Separation Program • Support seems sufficient for all programs if we just ask. • The funding program guidelines are fairly straightforward. We have applied for and received funding for a variety of programs including TEA, HBRR, ER, STPLZ, SR2S & STIP. We appreciate the posting of the application guidelines and the assistance • I believe that majority of the time is the additional steps or approval the Agency will have to take to meet funding deadlines or funding changes that impacts delivery of projects (e.g. STA, SACOG, FHWA, Caltrans, and Agencies Governing Body’s approvals). • We have had many difficulties with projects funded under the Sec. 5311 and Fed. TE programs 	
Streamline/Simplify	4
<ul style="list-style-type: none"> • DBE program is far too cumbersome • See [other] comments. More training is not necessarily the key for small agencies. Simplification of the processes, on the other hand, or at least keeping the programs flexible enough to be suited to the nature and scale of different projects, would truly • Regarding HBRR-requirements for inclusion in the program getting increasingly more cumbersome and expensive (labor intensive). • There is so much ambiguity as far as what projects are eligible and rules that apply to the CMAQ and TEA fund categories. It would also be nice to know what expenses are reimbursable under these programs. There seems to be a lack of consensus between D 	
Training	3
<ul style="list-style-type: none"> • Training has been good, but more is always better • Indirectly related to funding programs: could use some training on how to determine DBE goals using MASSIVE DBE directory. • The specific funding programs that we routinely work with are well understood and generally well supported. However, there are numerous programs that we are less familiar with, for which training would be beneficial. Are we eligible to receive funding. 	

Environmental	3
<ul style="list-style-type: none"> • I know the NEPA process is not a funding program, but this process becomes the critical path for all federally funded projects in the City of Carlsbad. • The Environmental process takes to long. • Proactive endangered species recovery actions. 	
Staffing	2
<ul style="list-style-type: none"> • [County] has a good understanding of the programs listed above, but with staff turn over on going support/dialogue is a must. • Limited staffing makes it difficult to accomplish the paperwork required for acquisition of variety of funding available. It would be most helpful if Caltrans could provide TRAINED FIELD WORKERS capable of assisting with the ON-SITE completion of various forms 	
Procedures	2
<ul style="list-style-type: none"> • HES-SAFETY INDEX CALCULATION • We just programmed our first Regional TEA project (a trail), so we don't have much experience. I know Caltrans programs SHOPP projects but we don't seem to get our fair share of projects and would like to know how we could determine eligibility of project 	
Funding	2
<ul style="list-style-type: none"> • need increase for local agencies on all HBRR funding. 90/10 vs 80/20. • STIP allocations 	
Communication	1
<ul style="list-style-type: none"> • In the past there seems to have been a disconnect between HQ and the district. This may have improved, I don't know. 	
Timeliness	0
Information Technology	0
Forms	0
Project Tracking	0

6. Project Implementation: Allocation of STIP Funds

Summary Table of Question 6 “Comments” by Category

Question 6	Number of Responses:
Comments for Question 1 were submitted by 23% (33/144) survey participants	33
Staffing	16 48%
Procedures	4 12%
Timeliness	6 18%
Streamline/Simplify	3 9%
General	3 9%
Training	1 3%

6. Project Implementation: Allocation of STIP Funds

Complete Table of Question 6 “Comments” by Category

Question 6	Number of Responses:
	33
Staffing	16
<ul style="list-style-type: none"> You do not have enough PY's to handle all the programming and allocation requests that move through Local Assistance District staff is very helpful and supportive and flexible. Service varies widely among Local Programs staff in D-7. Service has been extremely good, generally; but some staff are very frustrating to work with. The staff now serving district 2 has made a big turn around in lending help with each City and County The local engineer was extremely busy and, at times, was unavailable. However, he returned calls by the end of the third business day, usually. On our last fund allocation request, Dist 7 staff provided outstanding support due to local MPO conflicts. CALTRANS staff members changed often, creating gaps. New staff members were not well trained I work with district 12 and I am very pleased with their customer service skills.. Their turn around time is very quick and efficient. Transportation projects today often involve a number of funding sources. One project we are involved with includes STP funds, CMAQ funds, STIP funds, and several local funds. We have on occasion received conflicting advice from Caltrans Representatives Reza Feraz of District 12 was a significant help in getting the El Toro Road project in Laguna Woods its E-76 approval even though it was erroneously listed in a later fiscal year. Through the HES, BTA & HBRR programs Caltrans local assistance has been very helpful. With the STP, CMAQ & TEA programs MTC has been super at providing aid with the various funding requirements. Generally works well, but changes in personnel can cause disruption and delay in the process. District Local Assistance staff were helpful in quickly processing an allocation, but it required constant follow-up and double-checking on our part. I always check with the DLAE ahead of time to find out how long HQ thinks it will take to process a particular allocation. I try to avoid dropping "rush" allocations on HQ. Both the District and HQ do a great job for us. District 5 local assistance staff, and in particular John Smida, are very knowledgeable about STIP processing Local Assistance, District 3, has been most helpful in assisting with the "last minute" issues that happen due to lack of local staff. 	

Timeliness	6
<ul style="list-style-type: none"> There were times when method and reasoning regarding project funding was agreed to, then later rejected, causing me to re-state my same case numerous times. Results took much longer than necessary. The time issue is tricky. It's very difficult to meet a deadline imposed by an agency that has no particular obligation to respond to submittals on deadline itself. Often slow due to the number of branches & individuals reviewing It takes one day short of forever to get a fund transfer agreement processed. We have one program supplement that has been "in process" for over two years. See comments above on STIP. I'm making out PSRs today on a large STIP request. Part of the road rehabilitation funding request must extend the time required to process a STIP program because of the CTC agenda difficulty. Caltrans is more responsive on STIP projects than federal-aid projects. 	
Procedures	4
<ul style="list-style-type: none"> One the paperwork is complete, the allocation process is relatively smooth. We receive monies via [County transportation agency] they regulate the money in [County]. In regards to processing requests, 1998 STIP Augmentation, there were new processes that were being written and revised during the local assistance training. The same was true for the revised DBE regulations 49 CFR Part 26. Our Local District gets confused on who's responsible for what. It is also unclear as to what steps should be followed in what order - when submitting info. on STIP projects. 	
General	3
<ul style="list-style-type: none"> Our STIP funds went to improvements on SR 99 so we did not fund any City projects through STIP. Could range widely from project to project. I was not involved, so don't know. 	
Streamline/Simplify	3
<ul style="list-style-type: none"> The problem we had was that the process as presented in the manual appears much more intimidating and complicated than it is. The instructions could be clearer. We found that discussing our questions with our DLAE was very helpful. Too many steps are involved in requesting and receiving PPM funds. Caltrans and the CTC have created a time consuming and confusing process for allocating STIP funds. Delegated authority helps speed up processing but many of our STIP requests aren't under delegated authority and they take 3 or 4 months for State action. 	
Training	1
<ul style="list-style-type: none"> Additional training to new employees in the are of how to access funds would be beneficial to some of us. 	
Information Technology	0
Funding	0
Forms	0
Communication	0
Environmental	0
Project Tracking	0

7. Project Implementation: Agreements

Summary Table of Question 7 “Comments” by Category

Question 7	Number of Responses:
Comments for Question 1 were submitted by 19% (27/144) survey participants	27
Procedures	8 30%
Timeliness	6 22%
Streamline/Simplify	4 15%
Staffing	4 15%
General	3 11%
Training	1 4%
Communication	1 4%

7. Project Implementation: Agreements

Complete Table of Question 7 “Comments” by Category

Question 7	Number of Responses:
	27
Procedures	8
<ul style="list-style-type: none"> • Our last master agreement was processed in 1996. We do a supplemental agreement for each individual project. Multiple fund source projects can be problematical. Different reviewers at Caltrans have on occasion requested different documentation forms. • Excessive internal review by Caltrans • The problems don't seem to stem from Local Assistance, but from Environmental and Headquarters Traffic. • Once we've gotten to this point, we're home free! • There have been no problems processing agreements with Caltrans. Time has been allotted to obtain our Board of Supervisors approval/resolution(s). • Sometimes we have to request for agreements to be sent to us for processing after receiving authorization to proceed. Also, on occasions it takes some time to receive program supplements after receiving authorization to proceed. • Local assistance is attentive but accounting headquarters seem to have problems in processing program supplements in a timely manner. Reasons for delays in receiving program supplements have been that headquarters is backlogged due to staff turnover • Oftentimes get different answers from different folks at CTs regarding what exactly is needed. 	
Timeliness	6
<ul style="list-style-type: none"> • It can take anywhere from 45-90 days to execute a Program Supplement • Supplemental Agreements to Master Agreements seem to process with varying degrees of time/turnaround, some short, some long (dependent on workload?) • Some take to much time. • We still have not received a copy of a controlled access highway agreement for a new intersection on SR99 that was signed by the City well over a year ago. • Generally good turn around on agreements • Information on requirements was provided on a timely basis and was helpful. 	
Streamline/Simplify	4
<ul style="list-style-type: none"> • Paperwork is too complicated and cumbersome. • Same as [Question 6]. Too many steps involved. • Process can be very long and cumbersome. It is very easy to get differing instruction and information from Caltrans' personnel. • Preparation of the cooperative agreements by the local district and subsequent processing by Headquarters take a long time. Is there a way the process can be streamlined? 	



Staffing	4
<ul style="list-style-type: none">• Ditto [Question 6 ...district staff is very helpful and supportive and flexible.]• Thanks to Caltrans' staff for assisting us in meeting dead lines and filing the required paperwork!• District 5 local assistance staff are very helpful to local agencies• It would be better to not switch the personnel within the OLA Office, but leave a person in a field until they leave the Division...	
General	3
<ul style="list-style-type: none">• The 1998 STIP has gone really smooth.• Cooperative Agreement No. 422, for FCR funds.• None	
Training	1
<ul style="list-style-type: none">• It would help rural areas for Caltrans to provide ON-SITE TRAINERS for purposes of setting up the allocation and invoicing processes.	
Communication	1
<ul style="list-style-type: none">• Sometimes the lack of communication between Caltrans departments causes the delay of the agreement to be processed in a timely manner.	
Information Technology	0
Funding	0
Forms	0
Environmental	0
Project Tracking	0

8. Project Implementation: Authorization

Summary Table of Question 8 “Comments” by Category

Question 8	Number of Responses:
Comments for Question 1 were submitted by 27% (39/144) survey participants	39
Staffing	11 28%
Timeliness	10 26%
Procedures	8 20%
Streamline/Simplify	4 10%
Environmental	3 8%
General	2 5%
Communication	1 3%

8. Project Implementation: Authorization

Complete Table of Question 8 “Comments” by Category

Question 8	Number of Responses:
	39
Staffing	11
<ul style="list-style-type: none"> District 9 and the Town have a good working relationship in processing allocations. Bob Froehlich executed in a timely fashion. Bob has retired. He is going to be hard to replace Local Assistance staff has been quite helpful in completing submittals and helping to correct deficiencies. District 12 provides quick responses and very cooperative on all our projects. Thanks to Allan Williams and his staff. I processed Request for Authorization to proceed with Construction, Del Amo Overcrossing at I-405. Staff were very helpful in completing the package. DLAE office needs to staff up. We are about to request to move forward on construction of a RSTP project. So far, the DLAE has been very helpful with letting us know what we need to have completed prior to the request. Thanks to Caltrans' staff for helping us meet the deadlines! Our requests have always been processed quickly, however staff neglected to send one approval to us for 2 months. This created a lot of problems. Again, from our experience, the DLAE and HQ do a good job for us. If there is any hold up any particular phase, it is generally because we are under-staffed at the County level to process all the projects. Directly after the passage of SB45, [County] Transportation Commission enthusiastically programmed numerous long-needed projects. We have found that the 2% PPM funding is insufficient to provide enough staff to locally process the amount of document 	
Timeliness	10
<ul style="list-style-type: none"> Would like a faster approval process. On average it takes over a month to receive an E-76 after all necessary forms were properly completed and submitted to Local Assistance. This takes forever. The local assistance office is backlogged with many requests for approval from various agencies. Timing on this can be improved, possibly by allowing more discretionary authority & liability to the local agency, & district. The timeliness of processing these requests varies from medium to downright slow. Often the delay seems to be related to external causes (FHWA) or regional air quality certifications. It is however difficult to schedule bidding and construction schedule Our Caltrans local assistance has been good at processing our requests for authorizations for PE and Construction. A fast turn around is two weeks to receive an E-76. It would be great to receive an E-76 in only a week. FHWA needs to be more timely with their role in this, and other, processes. 	

- The steps involved in processing straightforward requests for STIP funds that are provided up-front (e.g., PPM funds) are frustratingly complicated and slow. We must submit a separate request for various agreements and contracts, waiting for executed contracts.
- District 5 local assistance staff process project funding requests very quickly

Procedures

8

- When Caltrans requests the City of modify some striping on the 261 Tollway into the City, Caltrans requires a permit and an inspector that the City is required to pay for. But when Caltrans closes a lane for on ramp work, Caltrans comes in without notice.
- I had one e-76 agreed to two weeks before the DBE hold was to take effect. It was held anyway. Even after our DBE program was approved, the e-76 was held up since we were told that headquarters was going to change their minds about participating costs.
- Timeliness has always been good, but sometimes Caltrans divisions/departments differ in interpretation, which causes undue delay in processing requests.
- District 12 responsiveness is very helpful in completing that are safety sensitive.
- The main problem I have with the STIP process/forms is that they request specific dates for authorization, but when those dates are programmed into the computers in Sacramento, the authorization date is ignored and the date the request is received is used.
- Except that: Right-of-way certifications are a problem since local staff is overzealous in their review. Since the State requires "indemnification" from local agency as part of this process, Caltrans' review should be for material content only.
- Again, no tracking of what comes in and goes out. When projects come in for FNM-76 or E-76 - if they have problems they get put in a file and sometimes never seen again. No follow up or follow through.
- Sometimes very fast at getting this done. Other times, the paperwork we send is lost or temporarily misplaced (possibly due to shuffling of staff).

Streamline/Simplify

4

- It seems that the process involved in approving "Authorization to Proceed" is extensive and cumbersome. It appears that some of the interim signatures could be removed to streamline the approval process.
- Paperwork is too complicated.
- Caltrans has generally been timely in responding. However, the process can sometimes be somewhat onerous and lengthy.
- It [would] be great to streamline the process a bit and see what steps perhaps are not really necessary and eliminate them.

Environmental

3

- Again, the Environmental approval process becomes the critical path for approval to use funds and is the most time consuming.
- There is difficulty in the processing of our environmental documents.
- Caltrans engineers when faced with an endangered species issue that could have been avoided in the early planning process try to rush the process and blame the Federal agency for any problems.

General

2

- I would have rated high except I don't know what is happening now that we still don't have our current PR-2A agreement works done yet.
- Again, varies from project to project.



Communication	1
• Poor communications, lack of English language skills.	
Information Technology	0
Funding	0
Training	0
Forms	0
Project Tracking	0



9. Local Assistance Support: Training (UC Berkeley/ITS)

Summary Table of Question 9 “Comments” by Category

Question 9	Number of Responses:
Comments for Question 1 were submitted by 15% (22/144) survey participants	22
Training	14 64%
General	4 18%
Timeliness	2 9%
Staffing	1 5%
Streamline/Simplify	1 5%

9. Local Assistance Support: Training (UC Berkeley/ITS)

Complete Table of Question 9 “Comments” by Category

Question 9	Number of Responses:
	22
Training	14
<ul style="list-style-type: none"> Nine (9) respondents submitted their name for follow-up on training We need more classes in O.C. Training should better address issues rural counties deal with. For example, I went to the Finance and Project Funding training in Stockton and the instructor didn't address the RSTP or TEA Exchange programs available to rural counties, I informed him. Being in the north state, we continually strive to have pertinent classes in Sacramento or north. The Resident Academy in Redding was a welcome change. The courses staff has attended are very useful; however with the increasing traffic congestion there is a lot of time wasted in the commute from North San Diego county to the district office where courses are located. We would like some courses offered The courses and materials provided are very useful and pertinent. The courses are very lengthy though and it is difficult for the instructors to maintain the interest of the students. The instructors do a reasonably good job of emphasizing 	
General	4
<ul style="list-style-type: none"> Many of the things are designed for places with much higher traffic density than we have Our agency has not had the need to use these services due primarily to the rural character of our region Currently receiving the information [Question] 9 b. needs to read 10 	
Timeliness	2
<ul style="list-style-type: none"> Many courses are at the wrong time of the year when design and construction efforts are high. Suggest scheduling more courses in the Winter months, (Nov - Dec). In general, the courses are great, but they are not always convenient for a rural agency like us to attend. Travel budgets are limited. Courses held during the construction season are difficult to attend. 	
Staffing	1
<ul style="list-style-type: none"> ITS training often done by consulting firms such as Jones & Stokes. This is a potential conflict of interest. 	
Streamline/Simplify	1
<ul style="list-style-type: none"> Please note, we would hope that Caltrans could find a way to reduce requirements, thereby reducing the voluminous guidelines that are used as training materials. 	
Procedures	0
Information Technology	0
Funding	0



Forms	0
Communication	0
Environmental	0
Project Tracking	0

10. Local Assistance Support: Training (by Caltrans)

Summary Table of Question 10 “Comments” by Category

Question 10	Number of Responses:
Comments for Question 1 were submitted by 27% (39/144) survey participants	39
Training	30 77%
Timeliness	3 8%
Staffing	2 5%
General	2 5%
Streamline/Simplify	1 3%
Environmental	1 3%

10. Local Assistance Support: Training (by Caltrans)

Complete Table of Question 10 “Comments” by Category

Question 10	Number of Responses:
	39
Training	30
<ul style="list-style-type: none"> Nineteen (19) respondents submitted their name for follow-up on training Being able to avoid 6-hour drives to training at the District Office is important. Offering info on CDs, via videoconference, etc is important to make efficient use of time. The sessions are too long and do not keep your interest. Training would be more helpful if hands-on type instruction. Reading slides from the hand-outs without examples or interaction is very ineffective. Focus on better instruction technique would be helpful. The courses staff has attended are very useful; however with the increasing traffic congestion there is a lot of time wasted in the commute from North San Diego county to the district office where courses are located. We would like some courses offered Expand the availability of classroom slots for local agencies. Currently for District 10 the County has only 4 slots available, which for certain courses do not meet our needs. The training will benefit agencies by giving real problems and have the agencies go through and try to fill out forms or a test to determine what needs to occur prior to authorization for a particular phase of the project. Also, the steps required to re The ability to ask questions to the presenter is half the value of the class Courses need to be tailored for those who are not familiar with Caltrans procedures, methodologies, forms, etc., otherwise it will not be as effective. the right-of-way and utility courses were good, the new DBE courses weren't so good. Caltrans courses are instructed as if you already know what should be done. I believe the format could be broken down to better explain the process from beginning to end. I do appreciate Caltrans' training program. It seems easier and I learn more by using the trial and error method (learn as you go). 	
Timeliness	3
<ul style="list-style-type: none"> Information provided at training sessions could be covered in a shorter length of time. Attendance is a problem. Usually, the courses are offered in the spring or summer when the engineers are busy with design of committed to construction. Suggest having courses in the winter months, (Nov-Dec). The one day courses were too short to cover the material, but they were great introductions to the subject. 	
Staffing	2
<ul style="list-style-type: none"> Rich Monroe's overview of the process was tremendously helpful along with the materials You have to stop using retired Caltrans employees; or at least provide training for presentation and material delivery 	



General	2
<ul style="list-style-type: none">• Some agencies like ours have huge learning curves when it comes to federal aid projects. Muddling through the classes and paperwork do not help because programs constantly change and we usually do not get enough usage from the classes that are offered.• Courses were taken PRIOR to programming of STIP projects. No time has been available to take refresher courses needed. Courses were more relevant to project engineers and managers who were already familiar with project management.	
Streamline/Simplify	1
<ul style="list-style-type: none">• These courses often reiterate the information contained in the manuals, without providing any meaningful interpretation. The manuals are very difficult to interpret and use; we attend the training to learn what they mean and how the process is supposed	
Environmental	1
<ul style="list-style-type: none">• I see no mention of training regarding endangered species issues.	
Procedures	0
Information Technology	0
Funding	0
Forms	0
Communication	0
Project Tracking	0

11. Local Assistance Support: Project Management Tools/ Training

Summary Table of Question 11 “Comments” by Category

Question 11	Number of Responses:
Comments for Question 1 were submitted by 17% (24/144) survey participants	24
General	11 46%
Staffing	6 25%
Project Tracking	3 13%
Procedures	2 8%
Forms	1 4%
Training	1 4%

11. Local Assistance Support: Project Management Tools/ Training

Complete Table of Question 11 “Comments” by Category

Question 11	Number of Responses:
	24
General	11
<ul style="list-style-type: none"> • 3 respondents submitted their name/e-mail address for follow-up contact • Workload doesn't permit taking on any additional tasks. • not enough time to get involved but would gladly participate • I left e) blank because I do not know what they want • We need to train our inspectors in what Caltrans expects in their reports... • Again, we have offered out assistance in tools available and tools SANBAG uses to track and monitor projects. • We do not need assistance in this area. • Regarding participation in the development of project management tools we would need more information as to the approximate time involved in such a project (e.g. hours/days per month) before we can fully commit to the project. • The database is essential! District 2 OLA is working on one for our district, and it is appreciated. 	
Staffing	6
<ul style="list-style-type: none"> • Again, some way needs to be found to accommodate the needs of smaller agencies. Our financial and staff resources barely allow us to participate in training, let alone manage new databases etc. • Only interested in participating if it can be accomplished with a minimum of administrative effort. Unfortunately these types of tracking systems often seem to take on a life of their own. • We are interested, however, with limited staff our time to participate is also limited. • While this type of training would be extremely useful, as a small City we don't have the ability to participate in the development. • Project management assistance our highest need in project delivery. We need to have staff from district local assistance to assume a liaison role for individual projects to assist and guide us in obtaining necessary approvals from the various district gr • Rural staff must be able to multi-task. ANY TOOL THAT CAN INCREASE EFFICIENCY is appreciated. ANY TOOL THAT CARRIES AN ADDITIONAL DEADLINE IS NOT APPRECIATED! 	
Project Tracking	3
<ul style="list-style-type: none"> • There is a great need for improved project tracking and status • [County] has repeatedly requested development of a project tracking data base. • How about assistance to the RTPAs on Project Monitoring? CTIPS could be a very useful tool in looking at project status information. I have found the information on our projects takes a while to get updated and, therefore, not too useful. 	



Procedures	2
<ul style="list-style-type: none">• This database should be maintained by Caltrans derived from project specific information submitted by local agencies (Fund allocation requests, requests for authorization, award packages, invoices, & final reports).• It would be great to be able to link our project tracking database into to the Caltrans project status database == have CT develop an Access version of the database?	
Training	1
<ul style="list-style-type: none">• We utilize Primavera P3 software for project management functions. Any training or partnering that we can do with Caltrans to refine how we utilize this tool would be beneficial.	
Forms	1
<ul style="list-style-type: none">• We have received the forms plus software from Caltrans, but have yet to use it.	
Timeliness	0
Streamline/Simplify	0
Information Technology	0
Funding	0
Communication	0
Environmental	0

12. Local Assistance Support: Publications

Summary Table of Question 12 “Comments” by Category

Question 12	Number of Responses:
Comments for Question 12 were submitted by 26% (38/144) survey participants	38
General	14 37%
Streamline/Simplify	9 24%
Forms	7 18%
Timeliness	6 16%
Environmental	1 3%
Information Technology	1 3%

12. Local Assistance Support: Publications

Complete Table of Question 12 “Comments” by Category

Question 12	Number of Responses:
	38
General	14
<ul style="list-style-type: none"> I use Local assistance Procedures Manual online and I have a paper copy too. I really like the CD. Saves space and hopefully will be easier to keep up to date. Keeping my paper copies, too. We were not aware the many of the material were available over the internet. If you send these to me, I may find them useful! We have begun to use more publications on line. I rated the availability of publications that we haven't used as low because I didn't know that they existed. I am very interested in receiving Program Guidelines and Guidebooks. I tried to get a subscription for the CD, but the warehouse never cashed my check and can not seem to find my application. How can I get into this program? Some staff use the on-line local assistance database more than others. Both hard copy and on-line are highly used and valued I didn't know the manuals and guides were available on CD. I would like to get a copy. We use the online copy to check for revisions. We have asked for the CD on several occasions and filled out an order form several months ago. We have not received it. It should be sent automatically to local agencies. We print any appropriate publications off the web whenever possible for current and/or future use. The commissions and IVAG are more apt to use the publications listed above. We do refer to the guidelines for example in the analysis of the various projects that are submitted by the commissions and IVAG. We do get involved in this aspect of transportation planning USUALLY CHECK THE WEB FOR FORMS TO FILL OUT TO BE SURE WE HAVE THE MOST CURRENT, BUT USE THE PAPER FORMAT THE MOST BEGINNING TO USE ONLINE SERVICES WHEN AVAILABLE 	
Streamline/Simplify	9
<ul style="list-style-type: none"> The forms provided on the LP Web site need to be more user-friendly. We find that the publications are sometimes hard to understand in certain places, but they are all that is available. The sheer volume of administrative procedures is extremely problematical. It creates an heavy administrative workload on a local agency. We ask that Caltrans find a way to simplify processes and thereby eliminate voluminous guidelines. The procedure manual is very cumbersome to use. Many of the forms seem outdated and the requested information no longer is applicable. Must work with the local District to provide us with direction, and often they are unsure themselves on what to do. 	



- Being able to obtain forms on-line assures that we get the most up-to-date form. However, we need guidance as what form to look for online. That's where the paper version or CD version comes in handy.
- Procedures and Guidelines would be helpful if more direct on what is supposed to be filled out. All of our agencies - including SANBAG have a hard time deciphering what forms apply to what types of projects, etc. Not real clear. Dist. 8 tells everyone...
- I'd prefer the CDs (my internet access is a bit slow), but haven't started to receive our regular updates yet. Overall, I think all these publications need to be streamlined though, so CT is only asking for what's really necessary. Otherwise it seems like...

Forms

7

- The PDF online version can not be used for filling out forms. The WORD online version forms are not well designed for computerized use (most must be redone to be useful). Since we are not allowed to use the CD version exclusively for the life of the CD
- All forms should be in MS word and not in PDF form.
- Online use of forms is high, use of CD has been limited, need to explore CD more.
- We like the new CD but it is incomplete. It contains only some of the required forms. When complete it will be very helpful.
- The Program Guidelines are online but in PDF format. They should be available in Microsoft Word or some other format that can be easily filled out. The manuals are too big and difficult to follow.
- Online services are the best and improving daily. LPP's are doing better job of 'replacing' affected pages in LPM, which facilitates manual upkeep. Forms could be more user-friendly and more available on-line instead of as a copy to print.
- The forms provided online are almost useless. The formatting is such that the forms are difficult and very time consuming to fill in. The forms should be prepared as forms, not text documents.

Timeliness

6

- With all the program changes it is sometimes hard to be sure you have the latest information if you just use the CD. But it is faster to access it using the CD
- Use online mode and then print it out and place it large three ring binder for future reference and then go online time to time to update manual.
- There has been some difficulty locating and obtaining on-line updates to the LAPM. Also, paper copy updates to the LAPM are not often timely in distribution after revision.
- Although the CD was supposed to be current, we were disappointed to realize that it wasn't. We therefore reverted to online format.
- Our copy of the Procedures Manual has been misplaced, and we have not used it for many years. Local assistance has provided information when required to supplement this lost. It would be nice to have online manuals that are kept updated.
- I generally look up the manual on line to ensure I'm using the latest version of the guidelines and forms.



Environmental	1
<ul style="list-style-type: none">Environmental Procedures Manual Volume III is still not available, and is much needed. Chapter 6 of procedures manual covers only CE. Promised an interactive Volume III. Any version is needed now. If non-interactive could be available sooner, we'd ...	
Information Technology	1
<ul style="list-style-type: none">Our current use of the publications is by paper; however, it would be more useful in CD format with a search tool that would simplify going directly to the appropriate topic the user needs. There is limited access to the Web by staff.	
Staffing	0
Procedures	0
Funding	0
Training	0
Communication	0
Project Tracking	0

14. Feedback: Services & Products

Summary Table of Question 14 “Comments” by Category

Question 14	Number of Responses:
Comments for Question 1 were submitted by 20% (29/144) survey participants	29
Staffing	8 28%
Streamline/Simplify	6 21%
Timeliness	4 14%
General	3 10%
Procedures	3 10%
Environmental	2 7%
Training	2 7%
Forms	1 3%

14. Feedback: Services & Products

Complete Table of Question 14 “Comments” by Category

Question 14	Number of Responses:
	29
Staffing	8
<ul style="list-style-type: none"> • More books or Web site information is not really the answer. Training courses are helpful, but what we really need is an ongoing personal relationship with our local assistance personnel. They need to be familiar with the local agencies staff and needs • Caltrans should employ DLAE's who speaks and understand fluent English, have construction experience and have some common sense. • District 4 Local Assistance has been a great help in answering our questions and in processing our Federal-aid projects. Moe Shakernia in particular has been outstanding. • Small cities always need a lot of hand holding to get through the rigorous paperwork. We would like to see handholding increased! • Local Assistance should sit back and read the title on their door. • Thanks to District 3 Local Assistance for its consistent professional assistance. • Recently had our Local Assistance Engineer assignment changed for no good reason. Now a new LAE needs to get up to speed on our many projects, while the old one is still there, wants to work with our County, and was doing well. Contact and attention • Thank you for asking for our input. We have experienced a large improvement in the working relationship between our agency and D10's Local Assistance office. Laurie Barton and her staff are doing a great job. Keep up the good work! 	
Streamline/Simplify	6
<ul style="list-style-type: none"> • It is a good idea to conduct a survey. Caltrans should make better use of the Local Assistance web site and provide manuals and forms that are easy to follow and fill out. • Procedures are much too complex for straightforward projects (3R). • Small cities need help in construction phase contract administration regarding all the paperwork that needs to be done to be federally compliant. • Continue to streamline the LA processes and documents. Reduce the volume of material in the Procedures Manual or develop a Readers Digest version to assist small agencies without overwhelming them with 900 pages of manual info. • When my co-worker and I put together our first invoice for a Caltrans grant using only the Procedures Manual for guidance, it was an ordeal. The line items on the grant budget did not match any of the invoicing line items, so we were making "educated" • Once again: STREAMLINE all the paperwork. There are too many rules. 	
Timeliness	4
<ul style="list-style-type: none"> • Assistance in expediting process. • during preparation of the City's DBE program, there were several different versions of the DBE guidelines/sample program/etc. This made it difficult to ensure that the City was using the most current version of the DBE guidelines/sample program/etc. • We have worked with Caltrans on some very successful projects in the past. However, in a number of our current projects, we have found Caltrans to delay projects unnecessarily in the environmental review phase, design review, encroachment review, 	

- You should ask specifics about how long people get their authorizations processed or their invoices paid. Then, you can see the dispersion among districts and respond accordingly.

Procedures 3

- Two main comments: 1. Direction between staff members and staff divisions is sometimes inconsistent causing frustration, delays additional and/or duplicate efforts. If there is any way to improve coordination between Caltrans staff and division when
- Example of consistency: F-TIP will give a total project cost separated by federal, state, and local costs. Finance letter defines the costs of specific phases, and rounds such costs down to the dollar (which may or may not match the F-TIP numbers). Then
- Caltrans needs to emphasis more on their deadlines to satisfy the State and Federal program deadlines (e.g. to get authorization to proceed by Sept. 30. Caltrans needs packages by the middle of August to meet the Federal deadline).

General 3

- 1. In general, I am not convinced that all this extra guidance and oversight (while perhaps well intentioned) is really worthwhile, nor does it provide increased value to the American taxpayer. I believe that for most transportation projects, everyone...
- Please remember that we are a county contract city and allow the LACDPW to do all our federally funded highway projects for us.
- Think of the local agencies as the customer and you want to provide world class service.

Environmental 2

- Please improve decision-making capability, especially in the environmental section.
- The environmental review and approval process continues to be the area that causes delays in project delivery. The review time by the resource agencies grows longer every day. Although local agencies were advised that more staff would be added and dedicated...

Training 2

- We do state/federally funded projects to infrequently to justify spending a day at a time to attend training sessions. We would benefit from more detailed procedures and supplemental training on CD or online.
- Overall, the level of service we receive from Dist.5 Local Assist., and Structures Local Assist. is excellent. Would like to see more training classes offered closer to San Luis Obispo.

Forms 1

- Test "WORD" forms by actually attempting to fill them out in WORD. (Hint: Tables feature streamlines most input. Using tabs and underlines for formatting text does not.) Put the forms in separate files, out of the "Procedure Manual" environment, and r

Information Technology 0

Funding 0

Communication 0

Project Tracking 0

15. Feedback: Web Site

Summary Table of Question 15 “Comments” by Category

Question 15	Number of Responses:
Comments for Question 1 were submitted by 17% (25/144) survey participants	25
General	7 28%
Streamline/Simplify	5 20%
Timeliness	4 16%
Forms	4 16%
Staffing	2 8%
Information Technology	2 8%
Procedures	1 4%

NOTE: Responses are grouped in categories for clear presentation. Survey participants did not submit comments within categories. Judgment was used in assigning each response to a category.

15. Feedback: Web Site

Complete Table of Question 15 “Comments” by Category

Question 15	Number of Responses:
	25
General	7
<ul style="list-style-type: none"> • The speed is not a real problem of yours, I just have a real slow computer • Latest format is easier to find documents. • Never used it • Website seems adequate, it doesn't have the sizzle of some websites but I don't think it needs that either. So my "medium" rating is a good rating not a bad one. • I usually can find what I'm looking for. • What little contact we have has been satisfactory. • Some of the phrasing on your questionnaire is confusing. What exactly is high, medium and low. You may want to consider an alternate form of rating that more accurately reflects what values you are searching for in terms of an answer. For example: Highly 	
Streamline/Simplify	5
<ul style="list-style-type: none"> • Some of the services are not located where one might expect them to be. Site often requires some exploring to find the relevant information. • The information that our Agency uses are the publications. I have had employees sometimes complain about how tedious it is to access particular publications. A lot of web pages to navigate through in order to get to a particular chapter or guideline. • The web site does include much of the information needed, but it could be better organized and structured to make searching more effective and easier • Some areas of info. are hard to track down - if one has to go through a couple of steps - i.e. FTIP/STIP project info. • I was unable to find the 2002 STIP Fund Estimate on your website by doing a search. 	
Timeliness	4
<ul style="list-style-type: none"> • Some of the sites are not updated very often, ie Pedestrian Safety Program • Information provided is often old. Should be updated more often. • Links to some old reports need to be removed. Some information posted on the site is out of date. • Some reports state that they are updated monthly, however, it more like every 3 to 6 months. 	
Forms	4
<ul style="list-style-type: none"> • need to be able to work on, and submit, forms on-line • Again, please provide all forms on line not just copies to duplicate. Also, update on line any changes in LPM. Its great that LPP's provide updated chapters to insert into manual. Perhaps send e-mail to all agencies when LPP generated. • Some of the forms (i.e. Exhibit 17-Fof the Local Assistance Procedures Manual)are pictures only – cannot be used to fill out information. 	



- It would be nice if the forms would all be available in Microsoft Office rather than (or in addition to) Adobe Acrobat. All we have is the reader, and it does not make sense for us to buy Adobe Acrobat when Microsoft Office does such a good job on form

Staffing 2

- For problems or questions we call local assistance/MTC and would use the web site upon referral.
- I can usually find what I'm looking for on the website, but I can save a lot of time if I am able to get direction from Caltrans staff on where to look and what to look for.

Information Technology 2

- Get rid of all PDF files. They are a waste of time.
- Using the web is very time consuming. We much prefer paper guidelines and manuals. In the case of rural areas, high speed internet is not available, and dedicated lines tie up communication capability.

Procedures 1

- A more direct link to State Wage rates.

Funding 0

Training 0

Communication 0

Environmental 0

Project Tracking 0